



# ANALYSIS OF WEBSITE QUALITY OF SISFO UNIVERSITY OF PGRI PALEMBANG USING WEBQUAL 4.0

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## ABSTRACT

User satisfaction of a system is a measure of the success of the system. With information technology, universities can easily disseminate information to students lecturers and staff. Therefore, the ease and accuracy of information technology in universities is very necessary. The website is a complete information provider and has become one of the important aspects in various fields, especially education because it can be accessed easily and without restrictions. In this study, the quality of the Sisfo website of PGRI Palembang was measured using the Webqual 4.0 method. The source of this research data was obtained from processed questionnaires from the faculty of teacher training and education at the University of PGRI Palembang 2018 batch with a population of 5363 and a sample of 372 respondents. The results of the study can be said that simultaneously the quality of the website affects the quality of the website. While partially one of the dimensions of webqual, namely usability, does not significantly affect the quality of the website. In other words, the usability dimension must be improved again.

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## 1. Introduction

Technological developments in the current era of globalization are moving very rapidly and the information circulating is more and more complex so that the world of education must be able to keep up with technological developments, especially in the field of computer technology, along with current technological developments. The human need for information at this time has become so easily fulfilled with the presence of the internet, which makes it possible to transfer information in just seconds[1]. The development of smartphones is also inseparable from the number of mobile applications that are increasingly cramming the SISFO website, namely the App Store (for IOS devices) and the Google Play Store (Android Phone devices)[2]. With this, of course, educators are required to be able to have skills in using technology. For this reason, there is a need for learning media that must be based on information technology that will facilitate the achievement of the process and objectives of learning. One example is the application of information technology in the higher education environment. With the existence of information technology, universities can easily disseminate information to students, lecturers and staff. Therefore, the ease and accuracy of information technology in universities is very necessary. The website is a complete information provider and has become one of the important aspects in various fields, especially education because it can be accessed easily and without restrictions.

Sisfo Academic is an information system in the form of a web application which is an internal product of the information system of the University of PGRI Palembang. Academic Sisfo is a complex and busy system at certain times such as the registration period, publication of grades and others, involves many users (students, lecturers, employees), supports various student academic activities, so aspects of good Academic Portal governance need to be done[3]

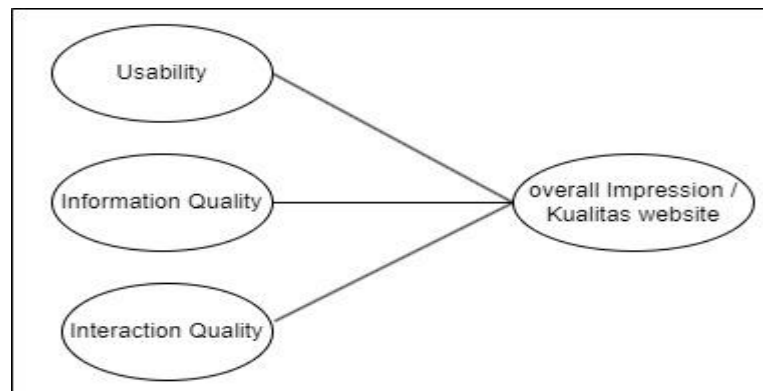
The use of the website in the field of education has been implemented by the PGRI Palembang campus in the form of the [sisfo.univpgri-palembang.ac.id](http://sisfo.univpgri-palembang.ac.id) website as a forum for information for students, lecturers. Website services are certainly supported by many features as information such as student data, academic activities, payment status information, grades, and even student academic services. Sisfo is an information forum for students to collect student data in the form of academic information, achievements, research and



counseling forums with academic supervisors on the PGRI Palembang University campus. The website that is currently being used will of course always require system development according to the needs of its users, especially students. The website is built with the aim of organizing academic data. Users of academic information systems are students, and lecturers.

Sisfo's role is to facilitate the process of registering new students, looking for student information, checking student scores, entering data on participants who will graduate [4], one example before there was a SISFO service at the time of KRS entry, PGRI students had to queue at the KRS entry counter and long queues often occurred due to the large number of students entering the KRS. . Not to mention the students who repair the KRS get an integrated service because of an error when entering the KRS, and have to wait again until the KRS is printed. With this SISFO service, students no longer have to queue long to get KRS, they can enter KRS anywhere while connected to the internet. This action is taken to facilitate the entry of KRS every semester. A good system is a system that is evaluated primarily based on user satisfaction. The measurement of website quality is carried out based on the perspective of user satisfaction to optimize the use of the PGRI Palembang university website, especially the teacher training and education faculties which consists of 10 study programs in the 2018 year. which consists of Indonesian language education, English language education, mathematics education, physical education, drama arts education, dance and music, PGSD education, PGPAUD education, physics education, geography education, accounting education. From the results of this analysis can be evaluated to determine the factors that influence to increase the satisfaction of website users seen from User Satisfaction (User Satisfaction).

Webqual is "a measurement to measure the quality of a website based on research instruments that can be categorized into three variables, namely, usability, information quality and service interaction." This method is a development of SERVQUAL which was widely used before in measuring service quality. The research instrument on Webqual was developed using the Quality Function Development (QFD) method [5]. These three categories are used as a reference in making a questionnaire to analyze the quality of the students at PGRI PALEMBANG UNIVERSITY. The results of the analysis are expected to be a recommendation for PGRI University Students in developing a quality website.



Picture1. WebQual 4.0 Framework Model

## 2. Methods

### 2.1 Population and Sample

In an effort to collect data and information needed, this study uses the following data collection methods:

#### 2.1.1 Population

The population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by the researcher to be studied and then draw conclusions. The population used in this study was PGRI Palembang University students, especially in the teaching and education faculties, which consisted of 10 study programs in the year 2018. The total population of the teaching and education faculty students was 5363 people.

#### 2.1.2 Sample

The sample is part of the number and characteristics possessed by the population. If the population is large and the researcher is not able to study everything in the population due to lack of funds, manpower, and

time, the researcher can use samples taken from the population. At this stage the authors took samples by distributing questionnaires that had been made to consumers who had purchased on the website of the PGRI University of Palembang SISFO. After distributing the questionnaire the author can process the existing data [6].

## 2.2 Method of Collecting Data

### 2.2.1 Observation Method

[7] observation as a data collection technique has specific characteristics when compared to other techniques, namely interviews and questionnaires. If interviews and questionnaires always communicate with people, then observation is not limited to people, but also other natural objects.

### 2.2.2 Interview Method

[8] Interviews are used as a data collection technique if the researcher wants to conduct a preliminary study to find the company that has just been researched, and also the researcher wants to know things from respondents who want to know things from respondents who are more in-depth and the number of respondents is small.

### 2.2.3 Documentation Method

Documents are sources of data used to complete research, in the form of written sources, films, pictures (photos), and monumental works, all of which provide information for the research process. Document studies are complementary to the use of observation and interview methods in qualitative research. In fact, the credibility of the results of this qualitative research will be even higher if you use this document study in qualitative research methods.

## 3. Results and Discussion

The SISFO website of PGRI Palembang University is an academic administration activity, carrying out teaching and learning transaction processes between lecturers and students, carrying out good academic administrative processes regarding the completeness of documents and costs that arise in registration activities or daily operational activities of academic administration. The process of submitting questionnaires for collecting the data needed in the study was carried out directly so that the number of questionnaire data that was adapted to be used was 372 questionnaires and did not have defective questionnaires that were not suitable for processing.

The characteristics of the respondents in this study were based on the gender of the study program, year of class. The following is a table of Descriptive Statistical Test Results against the data obtained

**Table 1.**  
Statistik Deskriptif

	N	Minimum	Maximum	Mean	Std. Deviation
Total_X1	372	32	40	35,19	1,395
Total_X2	372	28	35	30,93	1,504
Total_X3	372	28	35	30,91	1,500
Total_Y4	372	12	15	13,74	,953
Valid N (listwise)	372				

Based on table 1 above, it shows that N or the amount of data for each valid variable is 372, the minimum value is 13, the maximum value is 40. It is known that the mean value is 35.19, and the standard deviation value is 1.395, which means the mean value is greater than the standard value so that If the data deviation is low, then the distribution of the values is evenly distributed.

Usability (X1) from 372 samples, it is known that the minimum value is 32, the maximum value is 40, the mean value for the 2018 period is 35.19 and the standard deviation value is 1.395, meaning that the mean value of the board of directors for the 2018 period is greater than the standard value so that data deviations occur low, the distribution of values is even.

Information (X2) from 372 samples, it is known that the minimum value is 13, the maximum value is 35, the mean value is 30.93, and the standard deviation value is 1.504, meaning that the mean value is greater than the standard value so that the deviation of the data that occurs is low then the spread equal value.

Interction (X3) of 372 samples is known that the minimum value is 28, the maximum value is 35, the mean value is 30.91, and the standard deviation value is 1,500 meaning that the mean value is greater than the standard value so that the data deviation that occurs is low, the spread equal value.



Overall/quality of the website (Y) from 372 samples, it is known that the minimum value is 12, the maximum value is 15, the mean value is 13.74, and the standard deviation value is 0.953, meaning that the mean value is greater than the standard value so that data deviations occur. low, the distribution of values is even.

### 3.1 Validity Test

The validity test aims to determine the extent of the accuracy and accuracy of the measuring instrument in carrying out its size function. The results of the calculation of the validity test for the usability variable using 372 student respondents with a 95% confidence level.

From the results of the validity test, it is known that the semi-test results are valid because the corrected item total correlation values are all greater than the value of 0.098 ( $r_{hit} > r_{table}$ ) or seen the significance (sig) comparing the sig value with alpha (0.05) from the existing results can the conclusion is that the usability variable data obtained has a valid value. can be seen in the table below.

**Table 2.**  
Information Quality Validity Test Results

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	Total_X1
X1.1	Pearson Correlation	1	.006	-.047	-.006	-.071	.047	.068	.011	.350**
	Sig. (2-tailed)		.914	.370	.910	.172	.369	.190	.836	.000
	N	372	372	372	372	372	372	372	372	372
X1.2	Pearson Correlation	.006	1	-.092	-.038	.047	.096	.142**	-.050	.382**
	Sig. (2-tailed)	.914		.077	.463	.366	.064	.006	.335	.000
	N	372	372	372	372	372	372	372	372	372
X1.3	Pearson Correlation	-.047	-.092	1	.122*	.046	-.129*	-.044	-.097	.274**
	Sig. (2-tailed)	.370	.077		.018	.376	.013	.395	.062	.000
	N	372	372	372	372	372	372	372	372	372
X1.4	Pearson Correlation	-.006	-.038	.122*	1	.069	.014	.015	-.016	.402**
	Sig. (2-tailed)	.910	.463	.018		.181	.791	.774	.760	.000
	N	372	372	372	372	372	372	372	372	372
X1.5	Pearson Correlation	-.071	.047	.046	.069	1	.082	-.076	.072	.367**
	Sig. (2-tailed)	.172	.366	.376	.181		.115	.142	.169	.000
	N	372	372	372	372	372	372	372	372	372
X1.6	Pearson Correlation	.047	.096	.129*	.014	.082	1	.091	.037	.424**
	Sig. (2-tailed)	.369	.064	.013	.791	.115		.081	.476	.000
	N	372	372	372	372	372	372	372	372	372
X1.7	Pearson Correlation	.068	.142**	-.044	.015	-.076	.091	1	-.046	.397**
	Sig. (2-tailed)	.190	.006	.395	.774	.142	.081		.381	.000
	N	372	372	372	372	372	372	372	372	372
X1.8	Pearson Correlation	.011	-.050	-.097	-.016	-.072	.037	-.046	1	.270**
	Sig. (2-tailed)	.836	.335	.062	.760	.169	.476	.381		.000
	N	372	372	372	372	372	372	372	372	372
Total_X1	Pearson Correlation	.350**	.382**	.274*	.402*	.367*	.424**	.397**	.270**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	372	372	372	372	372	372	372	372	372

From the results of the validity test of the Usability variable (X1) the value of "Corrected item total Correlation" there is a statement given to SISFO users at PGRI Palembang University, it can be concluded that the statement in the Usability variable (X1) is valid because  $r_{Count} > r_{table}$ .

**Table 3.**  
Information Validity Test Results

		X1.1	X1.2	X1.3	X1.4	X1.5	X1.6	X1.7	X1.8	Total_X1
X1.1	Pearson Correlation	1	.006	-.047	-.006	-.071	.047	.068	.011	.350**
	Sig. (2-tailed)		.914	.370	.910	.172	.369	.190	.836	.000
	N	372	372	372	372	372	372	372	372	372

X1.2	Pearson Correlation	.006	1	-.092	-.038	.047	.096	.142**	-.050	.382**
	Sig. (2-tailed)	.914		.077	.463	.366	.064	.006	.335	.000
	N	372	372	372	372	372	372	372	372	372
X1.3	Pearson Correlation	-.047	-.092	1	.122*	.046	-.129*	-.044	-.097	.274**
	Sig. (2-tailed)	.370	.077		.018	.376	.013	.395	.062	.000
	N	372	372	372	372	372	372	372	372	372
X1.4	Pearson Correlation	-.006	-.038	.122*	1	.069	.014	.015	-.016	.402**
	Sig. (2-tailed)	.910	.463	.018		.181	.791	.774	.760	.000
	N	372	372	372	372	372	372	372	372	372
X1.5	Pearson Correlation	-.071	.047	.046	.069	1	.082	-.076	-.072	.367**
	Sig. (2-tailed)	.172	.366	.376	.181		.115	.142	.169	.000
	N	372	372	372	372	372	372	372	372	372
X1.6	Pearson Correlation	.047	.096	-.129*	.014	.082	1	.091	.037	.424**
	Sig. (2-tailed)	.369	.064	.013	.791	.115		.081	.476	.000
	N	372	372	372	372	372	372	372	372	372
X1.7	Pearson Correlation	.068	.142**	-.044	.015	-.076	.091	1	-.046	.397**
	Sig. (2-tailed)	.190	.006	.395	.774	.142	.081		.381	.000
	N	372	372	372	372	372	372	372	372	372
X1.8	Pearson Correlation	.011	-.050	-.097	-.016	-.072	.037	-.046	1	.270**
	Sig. (2-tailed)	.836	.335	.062	.760	.169	.476	.381		.000
	N	372	372	372	372	372	372	372	372	372
Total_X1	Pearson Correlation	.350**	.382**	.274**	.402**	.367**	.424**	.397**	.270**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	
	N	372	372	372	372	372	372	372	372	372

From the results of the validity test of the Usability variable (X2) the value of "Corrected item total Correlation" there is a statement given to the SISFO users of the University of PGRI Palembang, it can be concluded that the statement in the information variable (X2) is valid because  $r_{\text{Count}} > r_{\text{table}}$ .

**Table 4.**  
Interaction Quality Validity Test Results  
Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	X3.6	X3.7	Total_X3
X3.1	Pearson Correlation	1	.061	.025	.057	.057	-.037	.035	.385**
	Sig. (2-tailed)		.242	.627	.276	.275	.481	.496	.000
	N	372	372	372	372	372	372	372	372
X3.2	Pearson Correlation	.061	1	.012	.011	-.010	.100	.157**	.426**
	Sig. (2-tailed)	.242		.814	.834	.852	.054	.002	.000
	N	372	372	372	372	372	372	372	372
X3.3	Pearson Correlation	.025	.012	1	.218**	.121*	-.057	-.068	.416**
	Sig. (2-tailed)	.627	.814		.000	.020	.277	.188	.000
	N	372	372	372	372	372	372	372	372
X3.4	Pearson Correlation	.057	.011	.218**	1	.168**	.095	-.047	.499**
	Sig. (2-tailed)	.276	.834	.000		.001	.067	.369	.000
	N	372	372	372	372	372	372	372	372
X3.5	Pearson Correlation	.057	-.010	.121*	.168**	1	.104*	-.010	.470**
	Sig. (2-tailed)	.275	.852	.020	.001		.045	.842	.000
	N	372	372	372	372	372	372	372	372
X3.6	Pearson Correlation	-.037	.100	-.057	.095	.104*	1	.178**	.446**
	Sig. (2-tailed)	.481	.054	.277	.067	.045		.001	.000
	N	372	372	372	372	372	372	372	372



X3.7	Pearson Correlation	.035	.157**	-.068	-.047	-.010	.178**	1	.406**
	Sig. (2-tailed)	.496	.002	.188	.369	.842	.001		.000
	N	372	372	372	372	372	372	372	372
Total_X3	Pearson Correlation	.385**	.426**	.416**	.499**	.470**	.446**	.406**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	
	N	372	372	372	372	372	372	372	372

From the results of the validity test of the Usability variable (X3) the value of "Corrected item total Correlation" there is a statement given to the SISFO users of PGRI Palembang University, it can be concluded that from the statement in the Interaction Quality (X3) variable it is valid because  $r_{\text{Count}} > r_{\text{table}}$

**Table 5.**  
Website Quality Validity Test Results

		Y4.1	Y4.2	Y4.3	Total_Y4
Y4.1	Pearson Correlation	1	.117*	.282**	.708**
	Sig. (2-tailed)		.024	.000	.000
	N	372	372	372	372
Y4.2	Pearson Correlation	.117*	1	.058	.580**
	Sig. (2-tailed)	.024		.266	.000
	N	372	372	372	372
Y4.3	Pearson Correlation	.282**	.058	1	.690**
	Sig. (2-tailed)	.000	.266		.000
	N	372	372	372	372
Total_Y4	Pearson Correlation	.708**	.580**	.690**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	372	372	372	372

From the results of the validity test of the Usability variable (Y) the value of "Corrected item total Correlation" there is a statement given to SISFO users at PGRI Palembang University, it can be concluded that from the statement on the website quality variable (Y) it is valid because  $r_{\text{Count}} > r_{\text{table}}$ .

### 3.2 Reliability Test

The reliability test was carried out to see the Cronbach Alpha coefficient for the construct greater than 0.5, so it can be said that the instruments used to measure the construct are said to be acceptable because they meet the requirements greater than or equal to 0.50. The reliability test is a test for the consistency of the measurement results of the same thing if it is carried out in the same time context. In the reliability test using the basic theory by comparing Cronbach's Alpha with the r-table.

**Table 6.**  
Usability Variable Reliability Test

Reliability Statistics	
Cronbach's Alpha	N of Items
.026	8

From the results of the above calculation, the coefficient value of Cronbach Alpha  $< 0.5$  This means that it can be concluded that the question of the usability variable being studied is somewhat reliable and for future researchers to be used as a benchmark for the question it needs to be improved.

**Table 7.**  
Reliability Test for Information Quality Variables

Reliability Statistics	
Cronbach's Alpha	N of Items
.295	7

From the above calculation, for the sake of the Cronbach Alpha coefficient value of more than 0.5 this means that the semi-item variables studied are reliable or have a high level of confidence.

**Table 8.**  
Interaction Quality Variable Reliability Test

Reliability Statistics		
Cronbach's Alpha	N of Items	
.293	7	

From the above calculation, for the sake of the Cronbach Alpha coefficient value of more than 0.5 this means that the semi-item variables studied are reliable or have a high level of confidence

**3.3 Hypothesis test**

The hypothesis test in this study used multiple linear regression analysis consisting of the F test, t test and R2 test, using the SPSS program. With the results of the study are as follows:

**3.4 f test**

The F test was conducted to determine whether the independent variables consist of Usability, Information Quality, Interaction Quality, have a significant effect or not on the dependent variable, namely webqual 4.0. If the significance probability < 0.05 it can be said that Ho is rejected and Ha is accepted and vice versa, if the significance probability is > 0.05 it can be said that Ha is rejected and Ho is accepted. If F count > F table it can be said that Ho is rejected and Ha is accepted and vice versa, if F count < F table it can be said that Ha is rejected and Ho is accepted

**Table 9.**  
F Test Results

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4,852	3	1,617	1,791	.149 <sup>b</sup>
	Residual	332,374	368	,903		
	Total	337,226	371			

Determine Ftable with 95% confidence level and error rate ( $\alpha$ ) 5% = 0.05 with a degree of freedom (df)  $v1 = k-1 = 3-1 = 1$  and  $v2 = n-k = 369$ . So, the value of Ftable = 3,87. Based on the table above, it can be seen that the value of Fcount (1.791) > Ftable (3.87) with Sig. F 0.149 > 0.05; then Ho is accepted and Ha is rejected. This means that there is no usability effect on the quality of the Sisfo website, Pgrri Palembang University.

**3.5 t test (Partial)**

The t-test in this study was used to determine whether the variables of content, accuracy, format, ease of use and timeliness had a partial effect on the quality of the Pgrri University SISFO website by comparing the significant value with an alpha value ( $\alpha$ ) of 0.05. The following are the results of the t-test obtained from the output using SPSS

**Table 10.**  
t test results

Model		Unstandardized Coefficients		Standardized Coefficients		t	Sig.
		B	Std. Error	Beta			
1	(Constant)	13,052	1,573			8,297	,000
	Usability	,005	,035	,008		,149	,882
	Information Quality	-,589	,265	-,930		-2,228	,026
	Intraction Quality	,606	,265	,954		2,285	,023

a. the influence of usability variables

- a. Ho :  $1 < 0$  : Usability (X1), has no simultaneous significant effect on website quality (Y).
- b. Ha :  $1 > 0$  : Usability (X1), has a significant effect simultaneously on website quality (Y).

Usability variable is 0.005 with tcount 0.149 > ttable value is 0.098. Sig test results. t 0.882 > 0.05. That is, there is no significant effect between usability on the quality of the website of the Pgrri Palembang University sisfo website

b. Effect of Information Quality Variables

- a. Ho :  $1 < 0$  : Information Quality (X2), has no simultaneous significant effect on website quality (Y).



- b.  $H_a : 1 > 0$  : Information Quality (X2), has a significant influence simultaneously on website quality (Y).

The information Quality variable has a negative value of -0.589 with a tcount value  $> -2.228 < a$  ttable value of 0.098. Sig test results.  $t 0.026 > 0.05$ . That is, there is a significant influence between Information Quality on the quality of the PGRI Palembang University Sisfo website.

c. Effect of Interaction Quality Variables

- a.  $H_o : 1 < 0$  : Interaction Quality (X3), has no simultaneous significant effect on website quality (Y).  
b.  $H_a : 1 > 0$  : Information Quality (X3), has a significant effect simultaneously on website quality (Y).

#### 4. Conclusion

Based on the results and discussion presented in the previous chapter, it can be concluded several things regarding the analysis that has been carried out on the Sisfo PGRI Palembang University as follows:

- a. For the Usability variable, namely "The Sisfo Design of PGRI Palembang University according to the type (type of academic website). So it is stated that the respondent with the highest value is the Sisfo user at PGRI Palembang University. Information variable with the highest average value is X.2.5 with the information question "Sisfo PGRI Palembang University has accurate information". The interaction variable with the highest average value is X3.5 with an interaction question, namely "Sisfo PGRI Palembang University provides convenience and attracts interest and attention". Overall So that viewed as a whole the website of Sisfo PGRI Palembang University has met the criteria for the wishes of students both in terms of usability, information conveyed and the concept of interaction which is very young for students.
- b. The influence of the usability variable is 0.005 with a tcount value of 0.149  $> a$  ttable value of 0.098. Sig test results.  $t 0.882 > 0.05$ . That is, there is no significant effect of usability on the quality of the website of the University of PGRI Palembang's Sisfo website. The influence of the information quality variable has a positive value of -0.589 with a tcount value  $> -2.228 < a$  ttable value of 0.098. Sig test results.  $t 0.026 > 0.05$ . That is, there is a significant influence between Information Quality on the quality of the PGRI Palembang University Sisfo website. The influence of Interaction Quality has a positive value of 0.606 with a tcount value of 2.285  $> a$  ttable value of 0.098. Sig test results.  $t 0.023 > 0.05$ . That is, there is a significant influence between Interaction Quality on the website quality of the University of PGRI Palembang.

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