ABSTRACT

Website is one form of media that information can be accessed anytime and anywhere through the internet. Developments at this site is growing rapidly in various fields of human life or society. One was on MMT ITS as educational institutions that utilize the website as a media academic information. The unknown level of quality that is on the MMT ITS website is currently a background in writing this study.

In this study testing the quality of MMT ITS website using a method WebQual that measures the quality website based on user perceptions. WebQual modeling consists of three dimensional building blocks that affect the quality of the website is usability, information quality and service interaction quality. In this study also provided a recommendation made by forming aspects of the third dimension into ISO 9241 and the HHS Guidelines as a guide.

Based on a survey of 46 respondents consisted of students, employees and the general figures obtained correlation R square of 0.984 which indicates that three dimensional WebQual contributed 98.4% in shaping the quality of MMT ITS website and other factors model is 1.6%. This may imply that the level quality of MMT ITS is a good website. However, there are several aspects that need to be done to improve is the address easy to find, attractive appearance, the information easy to find, ease of communication, and easy to provide input. The result of this study is expected to be one of the supporting materials for the MMT ITS decision in improving the quality of the website to be even better.

Keyword: HHS Guideline, ISO 9241-151, Website Quality, WebQual