QUALITY ASSESSMENT OF E-PROCUREMENT SERVICES USING E-GOVQUAL DIMENSIONS (CASE STUDY: DISTRICT GOVERNMENT OF NGAWI)

Student Name: Muhammad Zainurromadhoni  
NRP: 5210100091  
Department: Information System  
Supervisor 1: Mudjahidin, S.T, M.T

ABSTRACT

In the last four years Ngawi Government implementation of e-Procurement served as process of procurement of goods and services electronically (LPSE). Implementation of e-procurement Ngawi District based on our willingness not only to provide services procurement of government that can facilitate goods and services in a transparent and efficient. Furthermore also to improve public access to information as well as improving the quality of services that are developed by Government Ngawi. Basically e-Procurement was developed by Ngawi Government have good intents and purposes, but in the implementation and development may not be effective and right on target service quality. Therefore, Ngawi District e-Procurement needs quality assessment services.

With the existance of problem so will be done quality assessment services using e-GovQual dimensions and Gap Analysis according to the conditions of e-Procurement Ngawi District this time. There are six dimensions of assessment, include the easy of use, trust, interaction surrounding environment, reliability, content and appearance information, and support services.

The results of this final project are expected to help Government Ngawi knowing quality of services that have been
implemented as well as recommend appropriate service quality based on literature.

**Keywords**: e-Government, quality of service, e-GovQual, Ngawi Government