Website Quality Analysis of Evaluation Development Monitoring System Using The Webqual 4.0 Method

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Abstract- In order to improve the implementation of good governance more empowered, managed to, clean and responsible, as well as in the framework of the realization of good Governance, the Government has issued various guidelines and rules that became the basis for the local government, either the province, district or city, to carry out monitoring and evaluation of development in the regions. To that end the existence of Monitoring and evaluation Systems Application Development become a necessity and a must for local governments to simplify and speed up the reporting process development activities. This research method using webqual 4.0 as the Foundation in the process of research and manufacture of the questionnaire. The purpose of this research is to find out whether there is influence of dimensions of webqual 4.0 to user satisfaction. The end result of this analysis is to provide recommendations for improvements to the developers to improve the quality of the system.

Index Terms- Analysis, Quality, User Satisfaction, Webqual, BAPPEDA.

I. INTRODUCTION

In order to realize the good governance of local government are requested to report on the results of the monitoring and evaluation of the implementation of the planning they gradually, The district or city to report to the Province. The province reported the results to the Department or Centre. So any government agencies are encouraged to be accountable and raise its performance on an ongoing basis.

For that the existence of the Monitoring and evaluation Information System of Construction which can be integrated with the internet become a necessity in its own and the requirement for local authorities to facilitate and accelerate the process of reporting activities, but the level of quality Monitoring information system Evaluation-based development of the website has never been measured in the perspective of the end user against the extent of the level of quality monitoring system for evaluation of the development in facilitating the performance of the user and of course, run in accordance with the expected.

Identification of Problems

Based on the results of the above background that is conducting an analysis of the Quality Analysis Of Evaluation Development Monitoring System on the regional development planning Board in Ngawi, to know the quality of the system in the perspective of the end user in the application of Evaluation Development Monitoring System in Ngawi.

Research Questions

Based on the description of the background and the formulation of the problem to be solved are as follows:
1. How does the influence between the existing dimensions in the webqual 4.0 against the end user's point of view on the level of the quality Evaluation Development Monitoring System in governance Ngawi?
2. Where in a Dimension inside the webqual 4.0 that contribute to a greater level of quality Evaluation Development Monitoring System in governance Ngawi?
3. Based on the relationships between dimensions in the Evaluation Development Monitoring System with webqual 4.0 step as to what should be done in order to improve the quality of the website based information System?

Research Purposes

Based on the description of the background and formulation of the problem above, the objectives of this study are as follows:
1. Analyze the quality of the website Evaluation Development Monitoring System from the perspective of end users, namely against the variable User Satisfaction
2. To find out where is the dimension of webqual 4.0 that contribute the most dominant in the measurement of the quality of the website Evaluation Development Monitoring System on the regional development planning board in Ngawi.
3. Provide recommendations based on the results of the measurement of the quality of the website Evaluation Development Monitoring System about what actions should be undertaken by the development planning Bodies at Ngawi in order to improve the quality of the website.

II. REVIEW OF THE LITERATURE

Website

According to (Robert Charlick, 2008) defining Good Governance as a management of all kinds of public affairs

effectively through regulation and good policies in order to promote civic values.

Badan Perencanaan Pembangunan Daerah (BAPPEDA)

Bappeda agencies planning and regional development that was created in 1980 through a Presidential Decree No. 27-year 1980. Bappeda has a body or auth arrangement and structure of the Organization in it. Bappeda also have duties and functions in the planning process, including the process technocratic, participatory, process top-down and bottom-up. In the tasks and functions of the planning stages, bappeda has a role as the compiler of the plan, control and implementation plans. After passing the bappeda planning phase served in the preparation of RPJMD, RPJPD, and RKPD.

Monitoring and Evaluation

Monitoring and evaluation is a way in identifying, gather the facts, analyze and interpret data, as well as presenting information for making decisions for the direction.

The Analysis

According to (Komaruddin, 2001) The analysis is activities thought to outline a whole stepped components so that it can recognize the signs of the components, his relationship with each other and their respective functions in one integrated whole.

The Quality

According to (Goeth and Davis, 2012) stated that quality is a dynamic conditions that relate to the product, services, human, process, and the environment that meets or exceeds expectations.

Webqual 4.0

Webqual is method of quality measurement techniques or website based on the perception of the end user. This method is the development of the widely used previous Servqual in the measurement of quality of service. Webqual compiled based on research on three areas (dimension) the quality that is as follows:
- The dimensions of the *usability quality*

Usability quality is attribute of the qualities that describe or measure how easy the use of an interface (*interface*). The word of "*Usability*" also refers to a method for improving ease of usage during the design process.
- The dimensions of *information quality*

The quality of the Information depends on three things namely: information should be accurate, timely, and relevant.
- The dimensions of *interaction quality*

The quality of interaction is the extent to which the system can interact with the user, organizations or other users, in order to make the relationship against the system can run continuously.

Outline of research Webqual 4.0 can illustrate like a following image 1:
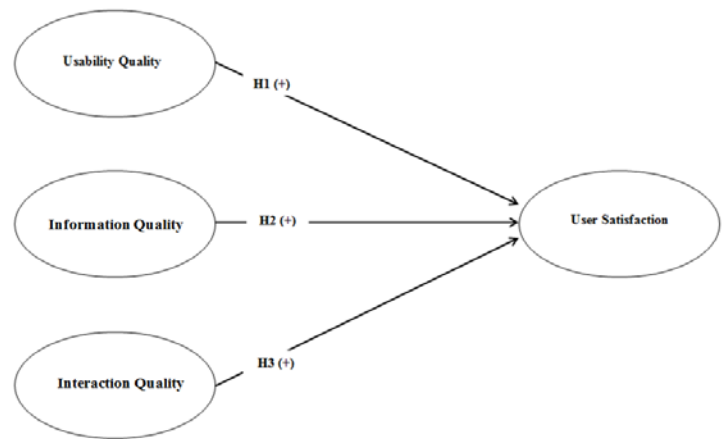

Image 1. Webqual model 4.0

Questionnaire

The questionnaire is a way of collecting data by spreading a list of questions to respondents, with the hope that they will provide a response to the question list.

The Hypothesis

According to (Saefuddin, 2009), a hypothesis is a tentative statement regarding the parameters of random variables. The word hypothesis comes from the two words combined, that is *hipo* meaning hidden, and *theses* that means the statement. According to the hypothesis of the origin of the saying means statement regarding something that is hidden, something not known the truth for sure.

Test Validity

According to (Azwar in Zulkifli, 2009), the validity of the word *validity* that means the extent to which the precision and accuracy of a measuring instrument (test) in performing the functions of size. A test is said to have high validity when the tool is run a measuring function appropriately or provide the appropriate measurement results with the intention of doing the measurement.

Test Reliability

According to (Zulkifli, 2009), reabilitas comes from the word *reliability* means the degree to which the results of a measurement can be trusted. A reliable measurement results when in recent times the execution of measurements of the same realtif, for the aspects measured within the subject indeed has not changed. According to (Nur in Zulkifli, 2009), stated that the reliability measure concerning how far the score deviation of the individual, or z-score, relatively consistent when done repetition administering tests with the same or equivalent test.

Test Assumptions

According to (Irwan and Siti, 2015), good regression model must satisfy the classical assumptions. The fulfillment of the classical assumption intended to manufacture the model regression did not find statistical issues.

Multiple Linear Regression

Regression analysis is one of the statistical data analysis techniques that are often used to examine the relationship between

several variables and predict a variable (Kutner, Nachtsheim and Neter, 2004).

III. RESEARCH METHODOLOGY

Research methodology is a series of research activities are based on the basic assumptions, philosophical views and geological, questions and issues facing (Nana Syaodih Sukmadinata, 2011). Based on the purpose of the study is to measure the quality of the Monitoring system of evaluation of development who are in BAPPEDA Ngawi, then using a qualitative research approach.

The qualitative approach is the process by which research and understanding based on methodologies that investigating a phenomenon of social and human issues. On this approach, researchers will create a complex picture, researching the words, a detailed report from the point of view of the respondents and do a study on the actual situation. The following is a stage in the research such as the Image 2 below:
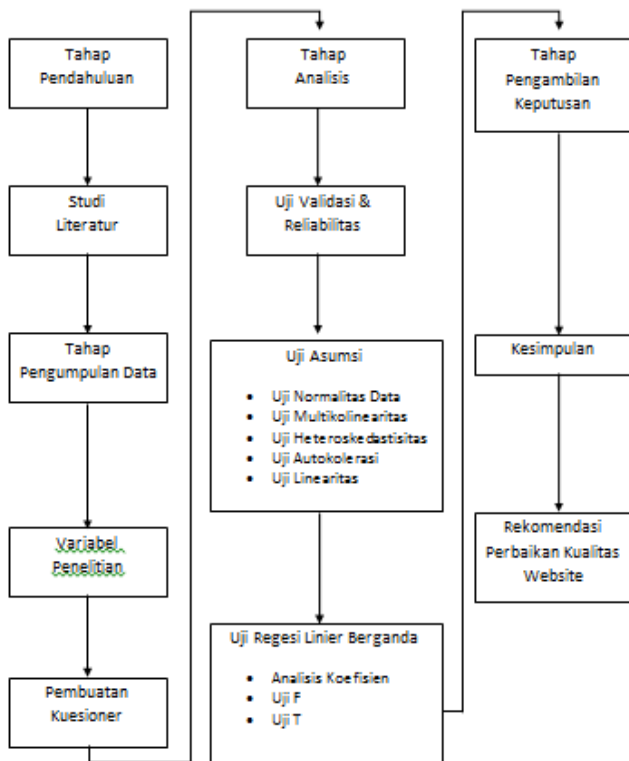

Image 2. Stage Analysis Research

The Stage of Data Collection

On this research includes several stages in data collection that is looking for samples, types and sources of data that will be used. A quantity of the sample used is user website Monitoring system of evaluation of development who are in BAPPEDA Ngawi as much as 100 respondents.

Types and sources of Data

Using this type of data collection and data source consists of primary data, that is data obtained directly from respondents through questionnaires distributed.

Research Variables

Research includes several variables variables that will be measured using the webqual 4.0 method. Research variables include the independent variables (free variable) and the dependent variable (the variable related).

Identification of Variables

Variable based on three dimensions on Webqual 4.0, will then be used as a free variable. These include a three dimensional: *Usability Qualitiy* as variables X1, *Information Qualiy* as variables X2, *Interaction Quality* as variables X3. For variables bound (Y) used *User Satisfaction*.

The relationship between variables with item statement can be seen on Operational Variables such as following table 1:

Tabel 1. Oprasional Variable

Varable	Indicator
(*Usability Quality*) (X1)	1) Easy to learn (X1.1) 2) Easy to understand (X1.2) 3) Easy traceability (X1.3) 4) Easy to use (X1.4) 5) An interesting look (X1.5) 6) Web design in accordance (X1.6) 7) Easily search for information (X1.7)

Varable	Indicator
(*Information Quality*) (X2)	1) Accurate information (X2.1) 2) Reliable information (X2.2) 3) Timely information (X2.3) 4) Relevant information (X2.4) 5) Easy to understand information (X2.5) 6) Complete and detailed information (X2.6) 7) Propotional information (X2.7)

Varable	Indicator
(*Interaction Quality*) (X3)	1) A good reputation (X3.1) 2) Website security when downloading (X3.2) 3) The provision of space for member (X3.3) 4) Maintaining the security of user data (X3.4) 5) Provision of discussion between member (X3.5) 6) Appropriate information needs of users (X3.6)

Tabel 1. Oprasional Variable

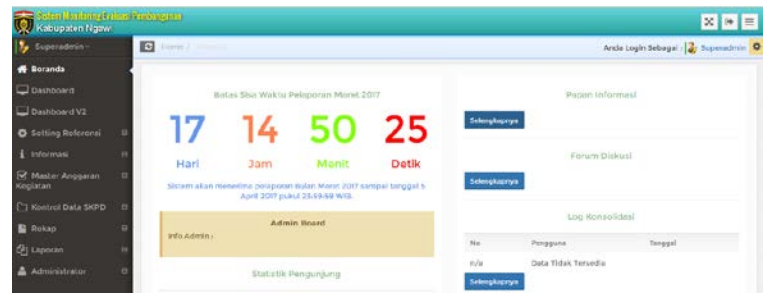| Varable	Indicator
(*User Satisfaction*) (Y)	1) Taste like the look of the website (Y1.1) 2) The fun interact (Y1.2) 3) Fast website access (Y1.3) 4) The website can be accessed by either with gadgets (*smartphone*, etc.) (Y1.4) 5) Website accessed properly in browser (*chrome, opera, mozila, internet exploler*) (Y1.5) 6) The website can be used as examples for other websites (Y1.6)

Data Collection

This research data obtained by the method of interview with the parties concerned as well as the dissemination of the questionnaire to respondents. Things that includes a questionnaire is about the name and the position of the respondent, *usability quality, information quality, interaction quality, dan user satisfaction*.

Dissemination of the questionnaire done by disseminating a questionnaire in the form of form directly to respondents. Respondents were asked to agree or not to agree to the proposed statement of researchers on the basis of the perception of each respondent.

Data Analysis

Data is already collected on research evaluation monitoring system analysis of construction on BAPPEDA in Ngawi pass some test data analysis include test validation and reliability, test assumptions, as well as multiple linear regesi test.

IV. RESULT AND DISCUSSION

Results and discussion consisted of an overview of the respondents, the quality of a website, test validity and reliability, test assumptions, multiple linear regression analysis, the influence of website quality against user Satisfaction to Evaluation Monitoring system development located in BAPPEDA Ngawi.

An Overview of The Website of SMEP

This application serves to ease in presenting a very informative analysis for stakeholders. Generally an early appearance on the Development evaluation of the Monitoring system are in BAPPEDA Ngawi can be seen in Image 3 below:

Image 3. The Home Page Of The Application.
Source: Ngawikab.esmep (2017)

Test of Validity

Test the validity of using the r value table with 0.05 significance. The r value for tables with n = 100 then can r table of 0.1946, so if the correlation value is more than the value of r table then the item is considered valid, whereas if is less than the prescribed limits then the item is considered not valid.

Table 2. Validity Of The Test Results Table

No item	Rcount	Rtable	Description
X1.1	0,571	0,1946	*Valid*
X1.2	0,547	0,1946	*Valid*
X1.3	0,425	0,1946	*Valid*
X1.4	0,449	0,1946	*Valid*
X1.5	0,550	0,1946	*Valid*
X1.6	0,404	0,1946	*Valid*
X1.7	0,616	0,1946	*Valid*
X2.1	0,621	0,1946	*Valid*
X2.2	0,487	0,1946	*Valid*
X2.3	0,651	0,1946	*Valid*
X2.4	0,392	0,1946	*Valid*
X2.5	0,479	0,1946	*Valid*
X2.6	0,530	0,1946	*Valid*
X2.7	0,628	0,1946	*Valid*
X3.1	0,575	0,1946	*Valid*
X3.2	0,596	0,1946	*Valid*
X3.3	0,604	0,1946	*Valid*
X3.4	0,554	0,1946	*Valid*
X3.5	0,261	0,1946	*Valid*
X3.6	0,395	0,1946	*Valid*
Y1.1	0,439	0,1946	*Valid*
Y1.2	0,592	0,1946	*Valid*
Y1.3	0,691	0,1946	*Valid*
Y1.4	0,724	0,1946	*Valid*
Y1.5	0,526	0,1946	*Valid*
Y1.6	0,629	0,1946	*Valid*

Test of Reliability

Reliability test is useful to establish whether the instrument in this questionnaire may be used more than once, at least not by the same respondents would produce consistent data. In other words, the instrument reliability characterise the degree of consistency, by using the method *cronbach's alpha* referring to the Alpha value.

Basically taking his decision is if the alpha value of lebh on r table, where r tabel that refers to the value of 100 to the respondents in 0.1946 significance 5% table r statistic to test the 2 sides then the items now used revealed reliable or consistent.

Table 3. Reliability Test Results Summary

No	Variable	Alpha Cronbach's Value	Description
1	Usability Quality (X1)	0,499 > 0,1946	Reliability/Consistent
2	Information Quality (X2)	0,591 > 0,1946	Reliability/Consistent
3	Interaction Quality (X3)	0,383 > 0,1946	Reliability/Consistent
4	User Satisfaction (Y)	0,654 > 0,1946	Reliability/Consistent

A Classic Assumption Test

The purpose of testing the assumptions is to provide assurance that the regression obtained has precision in estimation, unbiased and consistent. A classic assumption test needed to determine whether the results of the estimation of the regression is performed completely free of symptoms of heteroskedastisitas, symptoms of multicollinearity, and symptoms of autocorrelation.

Test of Normality

Test of normality aims to test whether the research data that belong to a normal distribution or not. Test the normalization of the data is performed using the method of graph, of the graph can be seen spread data on the source of the diagonal on a normal graph *P – P Plot of regression standarized residual*.
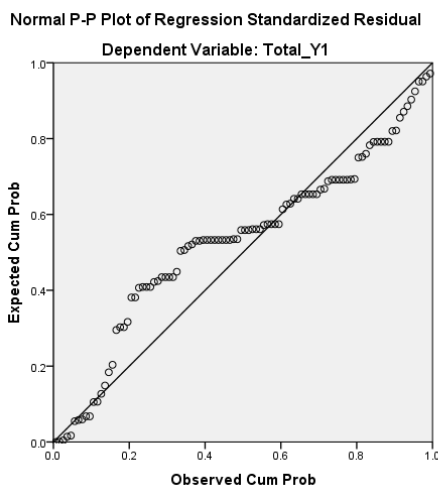

Image 4. Test for normality *Normal Graph P-P polt*

From the graph it is known that the points spread around the line and follow the direction of a diagonal line, It can therefore be inferred that the distributed data with regression model has been normal and meet the assumptions of normality.

Test of Multicollinearity

Multikolinieritas test aimed at testing whether the regression models found of the existence of the correlation or relationship between free variables (the independent). A regression model which should not happen good correlation between free variables (not the case multikolinieritas).

From table 4 below, be aware that the value of the Tolerance of a third independent variable is greater than 0.10 and VIF (*Variance Inflation Factor*) of the three variables is less than 10.00 then it can be inferred that the problem does not occur on regression model of multicollinearity.

Table 4. Test Summary Multikolinieritas.

Variable	Tolerance	VIF	Description
Usability Quality (X1)	0,557 > 0,10	1,796 < 10,00	Not the case Multikolinieritas
Information Quality (X2)	0,554 > 0,10	1,839 < 10,00	Not the case Multikolinieritas
Interaction Quality (X3)	0,869 > 0,10	1,151 < 10,00	Not the case Multikolinieritas

Test of Heteroskedastisitas

Test study on heteroskedastisitas using the correlation coefficient test *Glejser Test*. Test method *Glejser Test* that is absolute value regression residual against independent variable.

Table 5. Summary Of Test Result Heteroskedastitas Glejer Test

Variable	The Value Significance	Description
Usability Quality (X1)	0,166 > 0,05	Not the case Heteroskedastisitas
Information Quality (X2)	0,315> 0,05	Not the case Heteroskedastisitas
Interaction Quality (X3)	0,229 > 0,05	Not the case Heteroskedastisitas

Because there is no variable that the value of their significance below 0.05 or smaller then it can be inferred that in the regression model does not happen Heteroskedastisitas issue.

Test of Autocorrelation

Autocorrelation test aimed at testing whether in linear regression models there is a correlation between the error of a bully in the period t-1 (previous). To detect whether there is autocorrelation is generally done using test Durbin-Watson (Dw test).
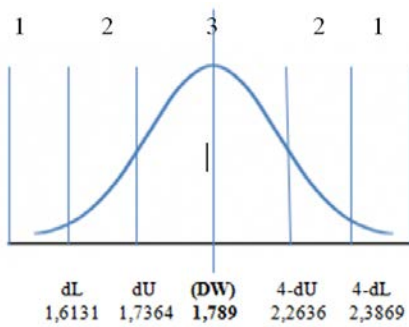
Image 5. Area determination test H_0 in *Durbin-Watson*

Be aware that the value of the Durbin-Watson of 1.789 lies in the area of dU < DW < 4-dU (1,7364< 1,789 < 2,2636) then it can be inferred that it is not the case the regression model on the autocorrelation
.

Test of Linearity

In general test linieritas aims to find out whether two variables have a linear relationship significantly or not. Good data is supposed to be there is a linear relationship between the variables (X) and variable (Y).

Table 6. Summary Of Test Result Linearity

Relationship Variables	Based On The Value Of Sig.	Description
Y * X1	0,193 > 0,05	Linear significantly
Y * X2	0,209 > 0,05	Linear significantly
Y * X3	0,116 > 0,05	Linear significantly

Multiple Linear Regression Test

Linear regression analysis is one way or technique to find relationships between variables with other variables that are declared in the form of mathematical equations in a functional relationship.

Table 7. Summary Table Of Regression.

Variable	Koefisiensi Regression	T count	Significance
Constants	1,626	0,673	0,503
Usability Quality (X1)	0,470	4,292	0,000
Information Quality (X2)	0,371	3,670	0,000
Interaction Quality (X3)	0,108	0,989	0,325
F calculate = 34,736 and R^2 = 0,520			

The Regression Coefficients are Jointly Testing (Test F)

Obtained for F table of 3.09 then F count (34.736) > F table (3.09) such that H_0 is rejected. So in conclusion, namely Usability Quality, Information Quality, and Quality Interaction together effect on User Satisfaction.

The Regression Coefficients in Partial Test (Test T)

Further testing of the influence of the independent variable are examined against partially variable following the procedure of dependendan done.

Table 8. T test table for 2 sides.

Pr df	0.25 0.50	0.10 0.20	0.05 0.10	0.025 0.050
81	0.67753	1.29209	1.66388	1.98969
82	0.67749	1.29196	1.66365	1.98932
83	0.67746	1.29183	1.66342	1.98896
84	0.67742	1.29171	1.66320	1.98861
85	0.67739	1.29159	1.66298	1.98827
86	0.67735	1.29147	1.66277	1.98793
87	0.67732	1.29136	1.66256	1.98761
88	0.67729	1.29125	1.66235	1.98729
89	0.67726	1.29114	1.66216	1.98698
90	0.67723	1.29103	1.66196	1.98667
91	0.67720	1.29092	1.66177	1.98638
92	0.67717	1.29082	1.66159	1.98609
93	0.67714	1.29072	1.66140	1.98580
94	0.67711	1.29062	1.66123	1.98552
95	0.67708	1.29053	1.66105	1.98525
96	0.67705	1.29043	1.66088	1.98498

Determine t count and table t obtained t count was 4.292 (in table 7). t table (table 8) can be searched on the statistics table on the significance of 0.05/2 = 0.025 (test 2 sides) with df = n – k-1 or 100-3-1 = 96 (n is the number of respondents and k is the number of independent variables). The obtained t table of 1.984.

Testing b_1 (*Usability Quality)* for taking the decision is t count $\leq$ t table or –t count $\geq$ -t table H_0 are received and t count > t table or –t count < -t table in conclusion H_0 rejected. Note that t count (4.292) > t table (1.984) then H_0 is rejected, the conclusion namely variables Usability Quality affects User Satisfaction.

Testing the b2 (Information Quality) for taking the decision is t count < t table or –t count $\geq$ -t table so H_0 is accepted and t count > t table or –t count < -t table then H_0 is rejected. Note that t count (3,670) > t table (1,984) then H_0 is rejected, the conclusion that is the variable *Quality of Information* affects *User Satisfaction*.

Testing b_3 (*Interaction Quality*) for taking the decision is t count $\leq$ t table or –t count $\geq$ -t table so H_0 accepted and t count > t table or –t count < -t table then H_0 is rejected. Note that t count (0,989) < t table (1,984) then H_0 is accepted, the conclusion that is the variable *Interaction Quality* does not affect *User Satisfaction*.

The Influence Of Usability Quality Against User Satisfaction

Based on table 7 *Usability Quality* with the value of the coefficient of 0.470 positive and significant effect against *User Satisfaction*. This is evident from the value Tcount = 4,292 greater than the value of the Ttable = 1,989 or value sig = 0,000 the smaller of α = 0,05, then it can be inferred that the existence of the influence *Usability Quality* against *User Satisfaction*.

The Influence Of *Information Quality* Against *User Satisfaction*

Based on table 7 *Information Quality* with the value of the coefficient of 0,371 a positive and significant effect against *User Satisfaction*. This is evident from the value Tcount = 3,670 greater than the value of the Ttable = 1,989 or value sig = 0,000 the

smaller of α = 0,05, then it can be inferred that the existence of the influence of *Information Quality* against *User Satisfaction*.

The Influence *Interaction Quality* Against *User Satisfaction*

Based on table 7 *Interaction Quality* with the value of the coefficient of 0,108 a positive and significant effect against *User Satisfaction*. This is evident from the value Tcount = 0,989 the smaller of Ttable = 1,989 however, the value of sig = 0,325 greater than α = 0,05, then it can be inferred that the absence of influence of the *Interaction Quality* against *User Satisfaction*.

Recommendations on *User Satisfaction*

From the results of the calculations have been done, retrieved Tcount value of each variable that is the variable *Usability Quality* in the amount of 4,292 , variable *Information Quality* in the amount of 3,670 and variable *Interaction Quality* in the amount of 0,989. The value of the Tcount variable *Usability Quality* and variable *Information Quality* larger than Ttable that means the existence of a positive and significant influence towards *User Satisfaction*. For that it needs the recommendation for improvement the quality of the website Evaluation Development Monitoring System that was in the BAPPEDA Ngawi on the variable *Usability Quality* and variable *Information Quality*.

Recommendations *Usability Quality* Against *User Satisfaction*

Based on the results of the test are done to the variable *Usability Quality* that has significant influence on satisfaction of users on website Evaluation Development Monitoring System that was in the BAPPEDA Ngawi, with indicators that affect user satisfaction is expected to Developer *website* give the look of a website that is easy to understand in and understood by employees or staff that is in the scope of BAPPEDA Ngawi so simplify user understanding towards the function of the website Evaluation Development Monitoring System. To the Developer expected to pay attention to the colors, fonts, images and content in the website for future development so as to give ease to the user interact.

Recommendations *Information Quality* Against *User Satisfaction*

Based on the results of a test against a variable *Information Quality* that has significant value effect on satisfaction of users on website Evaluation Development Monitoring System that was in the BAPPEDA Ngawi. Expected to website development Evaluation Development Monitoring System can provide the right information, clear, accurate and trustworthy.

The most influential dimension against Website Evaluation Development Monitoring System

Of multiple linear regression test results generated variable value from quality research website Evaluation Development Monitoring System that was in the BAPPEDA Ngawi for variable Usability Quality greater than variable *Information Quality* and variable *Interaction Quality*, so *Usability Quality* has a greater influence, It can be seen from Tcount variable *Usability Quality* is 4.292 the value Tcount variable *Information Quality* is 3.670 and variable *Interaction Quality* is 0,989.

V. CONCLUSIONS AND RECOMMENDATION

Conclusion

Based on the results of the research on the analysis of website quality Evaluation Development Monitoring System that was in the BAPPEDA Ngawi against user satisfaction then generate the following conclusions:

a. Usability quality and information quality a positive and significant effect against user satisfaction.
b. Dimensions on usability quality contribute to greater user satisfaction levels affect, due to the result of t_{hitung} on a variable usability quality of 4,292 compared to the value of t_{hitung} on the variable information quality and interaction quality.
c. Dimensions on interaction quality is 0,989 that has no influence on the level of user satisfaction, due to the result of the value of the sig = 0,325 greater than α = 0,05, then it can be inferred that the absence of influence Interaction Quality against User Satisfaction.

Recommendation

Based on the research that has been done, then the author would like to propose some suggestions that could be a consideration and input the following:

a. Website of Evaluation Development Monitoring System that was in the BAPPEDA Ngawi further improved in terms of quality of usability fixes like making the search content quality website to get better from now on. We recommend for further analysis comparing some website of Evaluation Development Monitoring System similar in different areas in order to know the advantages and disadvantages of each website.
b. For further research in order to add new indicators and variables, as well as adding some grain questions.
c. Data collection can be obtained from the other party's point of view like BAPPEDA Government officials in other Counties or Cities.

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