ABSTRACT

This study aims to identify and analyze the dimensional factors of the system evaluation model from system quality, information quality, and service quality to the user satisfaction of the Lentera system as a representation e - government implemented at the Semarang City Land Office. This study conducted three main identifications, there is a difference between importance assessment and performance of Lentera systems by users. Second, identify the assessment gap between importance and performance of the Lentera system of the user on each variable attribute that describes user satisfaction. Third, mapping each attributes from each variable on the quadrant matrix of IPA, and how to analyze the recommendations of each attribute variabel as system evaluation to improve Lentera system performance in the future. Data analysis techniques used in this study are quantitative, and research analysis methods using importance performance analysis (IPA) approaches. Using Lentera system users as research samples, 112 respondents were obtained that were used as observation data. Research results show that there is a difference between importance and performance assessment on each attribute – each variable by user on the Lentera system indicated from comparative paired samples test results. This research indicate for gap analysis show that the entire attributes of each variable of system quality, information quality and service quality result in a negative gap value between performance assessment and importance on the Lentera system, which means that the user satisfaction level is quite low at the time of using the Lentera system. This research also shown mapping from each attribute on each variable on the IPA quadrant matrix, which indicates some attributes need to be remediated and some attributes are sufficient to maintain because they already have sufficiently good performance. Overall this study shows the evaluation of the Lentera system related to the importance and performance assessment of system users. From the results of this evaluation recommendation can be given that system quality, information quality, and quality of service need for improvement to be made on some of its attributes.

KeyWords*: IPA, system quality, information quality, service quality, e-government, user satisfaction.*