Role of Website Intranet Portal Quality Analysis on User Satisfaction at PT. XYZ

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Abstract. Website Portal Intranet is a system that manages information and data efficiently, as media for communication and collaboration between departments. The problems faced by PT. XYZ is that the use of the Intranet Portal website is still not optimal, due to the habit of employees who always exchange data using external storage media, and the habit of sending progress reports via email and the lack of socialization using the Intranet Portal information system. Based on the above problems, this research analyzes the role of the quality of the Intranet Portal website on user satisfaction using the WebQual 4.0 dimensions, Usability, Information Quality and Interaction Quality and EUCS (End User Computing Satisfaction) dimensions, namely Content, Accuracy, Format, Ease of Use and Timeliness. The test results show that the quality of the Intranet Portal website has good result, 60.67% and user satisfaction also has good enough criteria, 54.9%, while the role of the Intranet Portal website quality on user satisfaction is 41.86% which indicates the quality of the website Internet portals do not have a big impact on user satisfaction.
Keyword: WebsiteQuality, User Satisfaction, WebQual 4.0, Intranet Portal

1. Introduction

The development of computers has brought the world to a new era, namely the information age, the merger between computer technology and telecommunications has resulted in a revolution in the field of information systems in managing information to be more effective and efficient, in its use information systems (in this case websites) can be used intranet for information storage, document sharing between departments [1]. To determine whether a website is running well, feedback is needed to determine the level of satisfaction [2]. Based on research on Web Design Quality and Form Input Validation: An Empirical Study on Irish Corporate Website, it is explained that one of the definitions of quality is the totality of the characteristics of an entity that bears its ability to satisfy stated and implied needs. It also states that the quality of the website may be related to criteria such as timeliness, ease of navigation, ease of access and presentation of information. [3].

For user satisfaction, this is The opinion / perception of the user about specific factors from computer application. There are five EUCS (End User Computing Satisfaction) instruments, namely Content, Accuracy, Format, Ease of Use (easy to use) and Timeliness (actuality) developed by Doll and Torkzadeh from Tarigan. Their research found that there was significant progress towards End

User Computing Satisfaction (EUCS) as a relevant and applicable instrument in the computing environment of the information age or web-based information systems [4]. As shown in Figure 1.

Figure 1. Conceptual Modelling Framework for Quality Model

The information system to be evaluated is PT.XYZ's Intranet Portal information system, a system that manages information and data efficiently, and as a means of communication and collaboration between departments. The Intranet Portal information system that is currently running is still not optimal in terms of its use, so the developer asks for feedback on the Intranet Portal website which can be seen from several criteria such as ease of users in using the Intranet Portal website, quality of information delivered and quality of website interaction Intranet Portal, so that in the future the Intranet Portal website can be used optimally by employees.

2. Method

The research design that will be used in this research is descriptive method and associative method. Descriptive method, namely research to determine the value of the independent variable either one or more variables without making comparisons or being connected with other variables. [5] In this case PT. XYZ intends to evaluate the quality of the Intranet Portal website by using the Webqual 4.0 method, based on this desire, the company requires a sample of a population to evaluate the quality of the Intranet Portal website in various aspects using the Webqual 4.0 method. In WebQual 4.0 the usability dimension draws from literature in the field of human computer interaction (Davis 1989, 1993, Nielsen 1993) and more latterly Web usability (Nielsen 1999, 2000a, Spool et al. 1999) [6].

The associative method is a method used to see the relationship between two or more variables. For data testing techniques will use validity and reliability tests to see the consistency of respondents in answering all the questions. Even though these items are independent but when measuring the same concept, these items will correlate with one another [5].

As for the method of analysis and hypothesis testing, descriptive analysis will be used to determine the ranking in each research variable, which will be seen from the comparison between the actual and ideal scores. The actual score is obtained through the calculation of all respondents' opinions, while the ideal score is obtained from the prediction of the highest value multiplied by the number of respondents. And will also use associative analysis to determine whether an association coefficient is statistically significant.

In this study, the instruments to be taken are based on the criteria from WebQual, namely usability, information quality and interaction quality on user satisfaction, namely content, accuracy, format, end of use and timeliness with reference to the general perception of the success of a system or website and their satisfaction with the system. or website. Then a variable that correlates between one variable and another will be formed. Based on the conceptual model above, a hypothesis will be formed:

H1: There is a role for website quality on the level of user satisfaction (as in Figure 2).
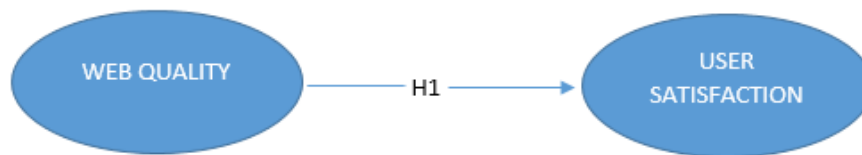

Figure 2. Website Quality Hypothesis

3. Results and discussion

Based on the results of data processing using the SPSS 25.0 for windows program, the results of the validity test of the examination variable questionnaire show that the correlation coefficient value of each statement item with the total other items is greater than the value 0.30 except for item 16 (sixteen) or statement number 16 (sixteen) that The validity value is at 0.09, so in this study the statement number 16 (sixteen) will not be included in calculating the results of descriptive or verification analysis, for statements with valid variables, it is appropriate to be used as a measuring tool for research and can be included in further analysis.

The results of the reliability test based on the Cronbach formula show that the questionnaire used on both variables is reliable because it has a reliability coefficient greater than 0.70. In this study, respondents were users of the Intranet Portal website. The total number of questionnaires distributed to respondents was 15 (fifteen) copies. The number of returned and processed as many as 15 (fifteen) copies, where the characteristics of the respondents based on sex were shown that the average employee of PT. XYZo is dominated by men when compared to women aged between 25-30 years, because that age is a productive working age [7].

In this study, the quality of the website was measured using 3 (three) dimensions of the WebQual method and operationalized into 19 statement items. To find a comprehensive empirical picture of the quality of the Intranet Portal website, a percentage of the respondents' score was calculated on each item of the statement. Based on these calculations, the results obtained are as shown in table 1:

Table 1. Percentage Recapitulation of Respondents' Answer Score Regarding Website Quality

No	Dimension	Actual Score	Ideal Score	% Actual Score	Criteria
1	Usability	393	600	65,5	Passable
2	Information Quality	234	450	52	Poor
3	Interaction Quality	192	300	64	Passable
	Total	**819**	**1.350**	**60,67**	**Passable**

(*Source : Result of Data Process, 2019*)

This means that the quality of the Intranet Portal website currently running is quite good. In this study, user satisfaction was measured using 5 (five) dimensions and operationalized into 12 statement items. To find a comprehensive empirical picture of user satisfaction on the Intranet Portal website, a percentage of the respondents' score was calculated on each item of the statement. Based on these calculations, the results obtained as shown in table 2 of the data processing results.

Table 2. Recapitulation of the Percentage of Respondents' Answer Scores Regarding User Satisfaction

No	Dimension	Actual Score	Ideal Score	% Actual Score	Criteria
1	Content	148	300	49.3	Poor
2	Accuracy	75	150	50	Poor
3	Format	96	150	64	Passable
4	Ease of Use	104	150	69.3	Passable
5	Timeliness	71	150	47.3	Poor
	Total	**494**	**900**	**54.9**	**Passable**

(*Source : Result of Data Process, 2019*)

This means that user satisfaction with the current Intranet Portal website is still not good in terms of content, accuracy and timeliness. user satisfaction commonly an important factor to measure the success of service. In this case, user satisfaction is perception feels by someone on a service given by organization website (8).

In accordance with the proposed research hypothesis, the data will be tested using Pearson correlation, then the results of the correlation will be measured by the champion criteria to measure the relationship between one variable and another. Testing will be carried out in one stage, where in the first stage, the role of the Intranet Portal website quality will be tested on user satisfaction.

From the data that has been calculated the total score for each X (Website Quality), Y (User Satisfaction) Furthermore, the correlation value between variables is calculated using the Pearson correlation formula. The correlation coefficient value shows the closeness of the relationship between the variables studied.

In accordance with the proposed research hypothesis, the data will be measured using champion criteria, namely to see the relationship between two or more variables. The correlation coefficient between Website Quality and User Satisfaction = 0.647, this means that there is a strong enough relationship between website quality and user satisfaction. If it is interpreted that the correlation of website quality with user satisfaction is close because it ranges from 0.51 to 0.75, and the direction is positive, this means that if the quality of the website increases, user satisfaction will be higher, as seen in Figure 3.

Correlations

		X	Y
X	Pearson Correlation	1	.647**
	Sig. (2-tailed)		.009
	N	15	15
Y	Pearson Correlation	.647**	1
	Sig. (2-tailed)	.009	
	N	15	15

**. Correlation is significant at the 0.01 level (2-tailed).

Figure 3. Correlation Between Variables

Hypothesis testing was not carried out in this study because the sampling was census and the results of hypothesis testing could be seen from the champion criteria, namely the existence of a strong enough relationship between the quality of the Intranet Portal website and user satisfaction with the correlation coefficient value = 0.647. The magnitude of the role of website quality on user satisfaction, the coefficient of determination is used, the more the coefficient of determination is closer to 1, the

higher the role of the dependent variable on the independent variable, from the calculation results obtained the coefficient of determination of 41.86%.

This means that the quality of the website can explain user satisfaction by 41.86%. The rest, which is 58.14%, is explained by other variables, such as user experience using the website. [9]. Previous Research by chiew and salim says usability is one major factors that determines of a website quality [10].Sari and Pangaribuan measure website quality especially usability variable and its impact to agent satisfaction. The research result is t - statistic on usability value is -0.56. the value is smaller than t - table at significant level at 95%. it means usability does not significantly influence the customer satisfaction in website quality [11].

4. Conclusion

From the results of this study, the Intranet Portal Website that is currently running is not optimal in its use, it can be seen from the research results that Usability is 65.5% and Interaction Quality is 64% which means quite good in terms of usability and user interaction with the Intranet Portal website. However, in terms of Information Quality, it has a percentage of 52%, which means that the quality of information on the Intranet Portal website is still not good and 100% less. The level of user satisfaction based on the results of descriptive analysis states that it is quite satisfied considering the ease of use dimension (easy to use) is 69.3% and the format dimension (pattern / shape / size) is 64% which means the ease of use dimension and the format dimension have a satisfactory level but in terms of content (content) is 49.3%, accuracy (accurate / precise) is 50% and timeliness (actualization) is 47.3% which means that it is still unsatisfactory because the data is not up to date (latest), does not meet user needs and does not. accurate. A fairly strong relationship between the quality of the Intranet Portal website and user satisfaction from the results of the correlation analysis is obtained with a correlation coefficient value of 0.647 which if it approaches the value of 1 it shows a close relationship. As for the role of the quality of the Intranet Portal website, it can explain user satisfaction by 41.86% and the remaining 58.14% is explained by other variables such as user experience using the website [7]

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