

UNIVERSITAS INTERNASIONAL BATAM

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QUALITY EVALUATION FOR UNIVERSITAS INTERNASIONAL BATAM DIGITAL LIBRARY WEBSITE USING WEBQUAL 4.0

METHOD

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ABSTRACT

Digital Library is a library that manages various information around college that stored and kept in the form of computerization, thus the accessibility for the most recent updates is available to use anywhere and anytime by Student, Lecturer and user in general. Therefore it is important for Writer to be able to find out the about the quality measurement of digital library in Universitas Internasional Batam. Whereas the enchament of website quality expected to raise the moral of Student to use website for information gains. the measurement of website quality is reached with Webqual 4.0 method that contains 4 variable such as, usability, infomration quality, interaction services that serve as independent variable and user satisfactory that serves as dependent variable. SPSS 21 serves as a data processing. The result of the research gives a recommendation for the University to upgrade the quality and the services provided by the digital library.

Keywords: Website Quality, Services Quality, Webqual 4.0, Digital Library, SPSS 21