



ABSTRAK

Kemunculan Covid-19 telah membawa dampak kerugian yang luar biasa hingga Presiden mengumumkan pandemi Covid-19 sebagai krisis bencana nasional. Dampak kerugian yang ditimbulkan oleh pandemi ini tentunya dirasakan oleh seluruh lapisan masyarakat. Munculnya beragam informasi melalui berbagai media sosial selama awal – awal kemunculan Covid-19 kerap diterima oleh masyarakat begitu saja tanpa mengecek terlebih dahulu tentang keabsahan informasi tersebut. Munculnya website khusus yang mendata kasus Covid-19 di masing – masing daerah menjadi sebuah media yang dapat digunakan pemerintah untuk memberikan informasi yang lengkap dan dapat dipercaya. Untuk menangkap momen tersebut peneliti ingin mengetahui apa sajakah informasi yang disajikan dalam website *infocorona.tabanankab.go.id* dan bagaimana tanggapan warga terhadap kualitas informasi yang tersaji dalam website. Desain penelitian menggunakan penelitian kualitatif dengan metode kualitatif deskriptif. Penelitian bertempat di Kabupaten Tabanan, Provinsi Bali. Teknik pengumpulan data menggunakan teknik wawancara, dokumentasi dan arsip data lainnya. Teknik analisis data yakni model analisis interaktif Hubermas. Hasil penelitian menunjukkan bahwa peneliti menemukan terdapat 13 kualitas informasi yang ditemukan berdasarkan tanggapan ketujuh warga. Kualitas tersebut adalah *accuracy, objectivity, believability, reputation, relevancy, timeliness, completeness, security, accessibility, interpretability, ease of understanding, concise representation* dan *consistent representation*.

Kata kunci : Kualitas Informasi Website, Website *infocorona.tabanankab.go.id*, Pandemi Covid-19



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WEBSITE PEMERINTAH DAERAH MENGENAI COVID-19 DAN TANGGAPAN WARGA (Analisis Informasi Website infocorona.tabanankab.go.id/ dan Tanggapan Warga Pada Website Selama Covid-19 Periode Mei - Juli Tahun 2020)

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ABSTRACT

The emergence of Covid-19 has brought tremendous losses until the President announced the Covid-19 pandemic as a national disaster crisis. The impact of the losses caused by this pandemic is certainly felt at all levels of society. The emergence of various pieces of information through various social media during the early days of Covid-19 was often accepted by the public without checking the validity of the information first. The emergence of a special website that records Covid-19 cases in each region is a medium that can be used by the government to provide complete and reliable information. To capture this moment, the researcher wants to know what informations were presented on the *infocorona.tabanankab.go.id* website and how residents responded to the quality presented on the website. The research design uses qualitative research with descriptive qualitative methods. The research took place in Tabanan Regency, Bali Province. Data collection techniques using interview techniques, documentation, and other data archives. The data analysis technique is the Hubermas interactive analysis model. The results showed that researchers found 13 informational qualities based on the responses of the seven residents. These qualities are *accuracy, objectivity, believability, reputation, relevancy, timeliness, completeness, security, accessibility, interpretability, ease of understanding, and concise repetition.*

Keywords : Website Information Quality, Website infocorona.tabanankab.go.id, Covid-19 Pandemic