

## ABSTRAK

**Latar Belakang:** Teknologi Informasi membawa perubahan paradigma yang positif terkait komunikasi di sektor pemerintahan, salah satunya dengan adanya konsep *e-government*. Implementasi *e-government* di sektor pemerintahan yaitu dengan pengelolaan *website* instansi pemerintah. Dinas Kesehatan DIY merupakan salah satu sektor pemerintahan yang sudah mengimplementasikan *e-government*. Namun, pada implementasinya *website* Dinas Kesehatan DIY belum berjalan secara maksimal. Hal ini dibuktikan dengan perbandingan pada data buku tamu loket Dinkes DIY dengan data pada *website* Dinkes DIY yaitu 83,26% dan 16,74%.

**Tujuan:** Tujuan penelitian ini adalah untuk mengevaluasi kualitas *website* Dinas Kesehatan Daerah Istimewa Yogyakarta berdasarkan metode ISO/IEC 25010.

**Metode Penelitian:** Penelitian yang digunakan adalah penelitian kuantitatif analitik dengan rancangan penelitian yaitu *cross-sectional*. Penelitian dilaksanakan di Dinas Kesehatan Daerah Istimewa Yogyakarta pada bulan Januari-Maret 2024. Jumlah sampel penelitian sebanyak 100 responden pengguna *website* Dinas Kesehatan dengan teknik *purposive sampling*. Instrumen penelitian menggunakan kuesioner. Data dianalisis menggunakan metode regresi linear berganda dengan *software* Rstudio.

**Hasil:** Hasil penelitian menyatakan bahwa variabel terikat atau kualitas *website* dipengaruhi oleh *Usability* ( $t = 6,210$ ) dan variabel bebas secara simultan (*Functional Suitability*, *Performance Efficiency*, *Usability*, *Portability*) ( $f = 68,85$ ). Kualitas *website* tidak dipengaruhi oleh *Functional Suitability* ( $t = 1,896$ ), *Performance Efficiency* ( $t = 1,689$ ), dan *Portability* ( $t = 0,980$ ).

**Kesimpulan:** Kualitas *website* Dinas Kesehatan DIY belum berjalan secara optimal. Perlu adanya perbaikan seperti penunjukkan pegawai yang menjadi penanggung jawab *website*, peningkatan kemananan sistem dan juga peningkatan *hosting*.

**Kata Kunci:** evaluasi, *website*, *e-government*

## ABSTRACT

**Background:** Information technology brings a positive paradigm shift regarding communication in the government sector, one of which is the concept of e-government. The implementation of e-government in the government sector is by managing the websites of Government agencies. The DIY Health Office is one of the government sectors that has implemented e-government. However, the implementation of the DIY Health Office website has not run optimally. This is evidenced by the comparison of the DIY Health Office counter guest book data with the data on the DIY Health Office website, namely 83.26% and 16.74%.

**Objective:** The purpose of this study is to evaluate the quality of the Yogyakarta Special Region Health Office website based on the ISO/IEC 25010 method.

**Methods:** The research used was analytic quantitative research with a cross-sectional research design. The research was conducted at the Yogyakarta Special Region Health Office in January-March 2024. The number of research samples was 100 respondents who used the Health Service Website with purposive sampling technique. The research instrument used a questionnaire. Data were analyzed using multiple linear regression methods with Rstudio software.

**Results:** The results state that the dependent variable or website quality is influenced by Usability ( $t = 6.210$ ) and independent variables simultaneously (Functional Suitability, Performance Efficiency, Usability, Portability) ( $f = 68,85$ ). Website quality is not influenced by Functional Suitability ( $t = 1.896$ ), Performance Efficiency ( $t = 1.689$ ), and Portability ( $t = 0.980$ ).

**Conclusion:** The quality of the DIY Health Office website has not run optimally. Improvements are needed such as the appointment of employees who are responsible for the website, increasing system security and also improving hosting.

**Kata Kunci:** evaluation, website, e-government