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Measuring the Quality of the General Election Commission Website in Central Jakarta Using the WebQual 4.0 Method

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ABSTRACT

This study aims to analyze the application of the Webqual 4.0 method in measuring the quality of the Central Jakarta City General Election Commission (in Indonesia it is abbreviated as KPU) website. This method focuses on three dimensions of usability quality, information quality, and interaction quality. This study uses a quantitative method with primary data. The sample of this study were employees and the general public. The data analysis technique used was multiple linear analysis processed using the SPSS version 26 program. The results of the study showed that the usability variable did not have a significant effect on website quality measurement. The Information Quality variable did not have a significant effect on website quality measurement. And the Interaction Quality variable had a significant effect on website quality measurement.

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1. Introduction

In today's digital era, the use of the internet is one of the means of building communication between humans. This will make it easier for humans to carry out activities in their lives. The use of the internet is one of the means for people to access a website. A website is an information presentation service that uses the concept of hyperlinks, which makes it easier for surfers (the term for computer users who search for information on the internet)[1]. Therefore, the website is one of the main channels for government institutions, including the KPU. The KPU website plays an important role in providing information related to elections, voter lists, prospective election participants, and election procedures, all of which are very crucial for the democratic process. The quality of a website greatly affects the user experience and the effectiveness of information delivery. Therefore, it is important to assess the quality of the KPU website. This assessment of website quality does not only depend on the visual aspect, but also involves functional aspects and user experience that can affect user satisfaction and interaction with the website. In measuring website quality, the KPU needs to use the WebQual 4.0 method to identify the advantages and disadvantages of the website and make improvements to increase user satisfaction. In this study, the author conducted a usability study using WebQual 4.0 on the Central Jakarta City KPU website. The Central Jakarta City KPU plays an important role

in organizing general elections. This study aims to provide a deeper understanding of the quality of the Central Jakarta City KPU website and highlight how the WebQual 4.0 method can identify aspects that need to be improved. The results of this study are expected to be a guideline for the Central Jakarta City KPU and similar institutions to improve the quality of their websites, ensuring that election-related information is more easily accessed and understood by the public, thus enabling a more effective democratic process..

2. Research Method

A. Website

A website is a collection of information/collection of pages that are usually accessed via the internet. Everyone in various places and at all times can use it as long as they are connected online on the internet network. Technically, a website is a collection of pages, which are combined into a particular domain or subdomain.[2]

B. Webqual 4.0

The WebQual tool was developed by Stuart Barnes and Richard Vidge in 1998 and continues to undergo version development. WebQual Version 4.0 is designed to support the process of measuring the quality of a website. WebQual is based on the core concept of the Quality Function Deployment (QFD) method, which is a process driven by the "voice of the customer" regarding the quality of a product or service. Using the QFD concept, the WebQual 4.0 tool is structured around the perceptions of end users toward a website. To measure the quality of a website, the WebQual 4.0 tool includes an investigative instrument organized into four parameters: Usability, Information Quality, Service Interaction Quality, and Overall. These four parameters are part of the analysis used to measure User Satisfaction with the website being evaluated. The WebQual 4.0 tool will produce a website quality score, and it is hoped that the measurement results will support the planning of future strategies aimed at improving the quality of the website. One of the activities in the QFD method, which forms the basis of the WebQual 4.0 tool, is collecting the “Voice of the Customer”[3]

This literature research is the basis for the analysis of the needs of the development of a website measurement software. The following three parameters are used as the initial hypothesis: 1. Usability (ease of use) on the website affects user satisfaction (user satisfaction). 2. Information quality (information quality) on the website affects user satisfaction (user satisfaction). 3. Service interaction quality (service quality) on the website affects user satisfaction (user satisfaction). Figure 1 shows the relationship between the three components that affect the 4th component in the initial hypothesis of this study.[3].

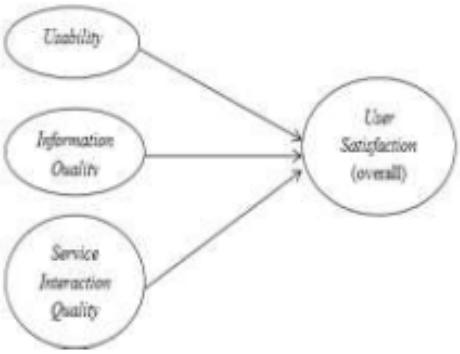

Figure 1. Research Parameters

C. Previous Research

Based on research in a journal entitled "Evaluation of the Quality of Senior High School and Vocational High School Websites in Ogan Komering Ulu Regency Using the Webqual 4.0 Method" it was concluded that: from the results of data processing on the distribution of respondents' answers, the average percentage explained that the SMKN 1 OKU website, in terms of usability quality, was considered good by respondents compared to 5 other websites, namely with a good percentage reaching 54.1%.[4].

Based on research in the journal entitled "Evaluation of the Quality of Senior High School and Vocational High School Websites in Ogan Komering Ulu Regency Using the Webqual 4.0 Method" concluded that: from the results of data processing on the distribution of respondents' answers, the average

percentage explains that: Based on the results of the quality analysis on the Yonyou U8 website, it can be concluded that the application of the Webqual 4.0 method to the influence of website quality on PT. Sany Perkasa Jakarta employees has a great impact on further improving the quality of the Yonyou U8 website. The results of the study showed that the three variables had a positive and significant effect on user satisfaction with an R square value of 77.3%. From the results of the study, it can be seen that the information quality variable provides the largest contribution, namely 84.8% of the other variables, while the service interaction aspect of 0.678 contributes the smallest number value[5].

Based on research in the journal entitled "Evaluation of Completeness of Content and Quality of Regency/City Government Websites in Central Java with Webqual 4.0" concluded that: The average result of the evaluation of the regency/city government website in Central Java Province based on the completeness indicator of the website content obtained a score of 71%, with the highest score achieved by 7 websites, namely the Banyumas Regency website, Batang Regency, Blora Regency, Grobogan Regency, Karanganyar Regency, Pati Regency, and Pekalongan Regency with a score of 81%. While the lowest score was obtained on the Salatiga City website with a score of 37%. The results of the analysis of the level of suitability of the quality of the regency/city government website in Central Java Province produced an overall suitability score of 97%, meaning that the quality of the website was considered quite good by the public. The results of the gap analysis of the IPA quadrant of this study, namely in quadrants I and III, require quality improvement because they have low performance which affects their importance.[6].

Based on research in the journal entitled "Analysis of the Quality of the Prima Semesta Alam Website on User Satisfaction Using the WebQual 4.0 Method" concluded that: Based on the overall questionnaire results from the four indicators, the results of the website quality were 91% of correspondents stated that they agreed and strongly agreed that they were satisfied in accessing the website, while user satisfaction with the website was 96% of correspondents, so it can be stated that user satisfaction with the Prima Semesta Alam website is classified as high and it can be said that users are satisfied in accessing the website.[7].

Based on research in the journal entitled "Analysis of University Website Quality as Information Media Using Webqual 4.0 Method," it concluded that this study uses primary data based on a questionnaire with 29 question items and 95 respondents. User testing on the usability aspect received a score of 78.82%. On the Information Quality aspect, it received a score of 79.36%. On the Service Interaction Quality aspect, it received a score of 78.38%. On the User Satisfaction aspect, it received a score of 79.55%. So that the Putra Bangsa University website received a score in the category of a system that is suitable for use with Very Good. The results of the analysis of the preparation of the hypothesis as a whole can be accepted. The independent variables, consisting of usability, information quality, and service interaction quality, are correlated and strongly related to the user satisfaction variable as the dependent variable.[8].

Based on research in the journal entitled "Evaluation of the Quality of the Informatics Study Program Website Using the Webqual 4.0 Framework with the Importance Performance Analysis (IPA) Calculation Method," it concluded that the results of the evaluation of the Webqual 4.0 framework with the IPA calculation method show that in the Cartesian diagram there are attributes in quadrant I, namely ease of navigation, improving competence, and providing detailed information that must be prioritized for improvement. So it can be concluded that the informatics study program website still needs to be developed in order to improve user comfort and satisfaction. This research is in the form of data on information quality, interaction, usability, and standard webqual templates based on IPA points.[9].

Based on research in the journal entitled "Analysis of the Quality of the Academic Information System Website (SIAKAD) ITBA Dian Cipta Cendikia Using the Webqual 4.0 Method (Case Study of SIAKAD ITBA Dian Cipta Cendikia), it was concluded that in this study, a validity test was carried out, where all questionnaire attributes were declared valid because r Calculation was greater than r Table, and then the reliability test using Cronbach's Alpha stated that all questionnaire attributes were reliable because the calculation results were greater than 0.6. With the Webqual Index analysis, the website quality index was obtained at 0.64, where the closer to 1, the better, and the User Satisfaction Index was directly proportional to the website quality index, which was 0.64. The results of the Importance Performance Analysis method analysis stated 5 attributes in the questionnaire that fell into quadrant A, which were a priority in future website development[10].

Based on research in the journal entitled "Library Website Quality Analysis Using the Webqual 4.0 Method," it concluded that the results of the study showed that overall the performance of the UPT Library website UPN "Veteran" East Java has met user expectations. However, several indicators were found that need to be improved by the website management, namely: ease of understanding website navigation, attractiveness of the website display, and availability of information on the website that is easy to understand[11].

Based on research in the journal titled "Analysis of E-Learning Website Quality in Higher Education with the WebQual 4.0 Method and Importance-Performance Analysis," it was concluded that, according to the descriptive analysis and achievement values, the quality of e-learning websites at universities in Surakarta is at a very good level. This is evident from the achievement values of each dimension/variable, where the usability, information quality, and service interaction quality variables have achievement values of 80% (very good), 80% (very good), and 79% (good), respectively.[12].

Based on research in the journal entitled "Measurement of Skill Academy Website Quality Against User Satisfaction Using the Webqual 4.0 Method" concluded that the results of this study state that the three Webqual 4.0 instruments together have an influence on user satisfaction of 58.1%, while the rest is defined by other factors outside this research model. The results of the influence of each instrument are known to have no significant effect on usability, while both information quality and information service quality have a significant effect on user satisfaction [13].

Based on research in the journal entitled "Analysis of the Influence of Website Service Quality on End Users Using Webqual 4.0," it is concluded that, based on the results of data analysis conducted related to the analysis of website quality at the Pekanbaru City Land Office using SmartPLS 3.0, it can be concluded that website quality at the Pekanbaru City Land Office is stated to have a positive influence. This is due to the relationship between each variable with an R-squared correlation value of 87%, stated as very good, so it can be said that the quality of website service has a good influence on user satisfaction.[14].

Based on research in the journal entitled "Analysis of the Quality of the Sicepat Expres Website Using the Webqual 4.0 Method," it concluded that after getting the results of the validity test, then conducting a reliability test from the results of the reliability test data, the Cronbach's Alpha value can be known from the dimensions and methods of WebQual 4.0, namely: Usability Quality (X1) of 0.984, Information Quality (X2) of 0.982, Interaction Quality (X3) of 0.976, and Overall Impression (Y1) of 0.984. From these values, it can be concluded that the Cronbach's Alpha value is > from the limit of 0.6 so that all items can be considered valid or reliable.[15].

Based on research in the journal entitled "Measurement of the Quality of the Qamarul Huda Badaruddin University Website Using the Webqual 4.0 Method," it concluded that of the three variables, the greater contribution is in the service interaction variable of 0.471, and the Sig. value is $0.001 < \alpha = 0.1$. So from the results of this study, it can be translated that evaluation of website quality needs to be done on the usability dimension or variable; respondents feel less understanding or have difficulty in operating the website and feel difficulty because exploring the website[16].

Based on research in the journal entitled "Evaluation of Tokopedia Website Quality Using Webqual 4.0 Method and Importance Performance Analysis (IPA)," it was concluded that, based on the suitability analysis, the total level of suitability was 91.9%. This result is <100%, which means that the Tokopedia website is still not in accordance with the interests of users/customers. Based on the results of the Gap Analysis (GAP), the results of the GAP values were all negative, meaning that the website performance was not in accordance with the interests of users/customers. After obtaining the results of the suitability and gap analysis, an IPA quadrant analysis was carried out to determine which instruments needed to be improved.[17].

Berdasarkan penelitian dalam jurnal yang berjudul “Analisis Kualitas Dan Kepuasan Pengguna Website Istyle.id Dengan Metode Webqual 4.0” menyimpulkan bahwa: Berdasarkan jawaban dari hasil penelitian responden pada statistik deskritif ini diketahui bahwa hasil

persentase keseluruhan lebih besar dari 60% semua yang menandakan cukup baik. Akan tetapi dapat diketahui juga berdasarkan hasil analisis regresi linear berganda dari nilai koefisien determinasi (R Square) sebesar 0,465 atau sekitar 46,5% dapat disimpulkan bahwa website istyle.id masih belum cukup baik kualitasnya terhadap kepuasan pengguna[18].

Based on research in the journal entitled "Analysis of the Influence of the Quality of the Penajam Paser Utara District Attorney's Website Using the Webqual Method" concluded that: The results of the study for Usability Quality (X1), it can be seen that the significance value of usability quality (X1) 0.035 <0.05 or T count 2.143) > T table (1.995) so H1 is accepted, then there is an influence between usability quality (X1) and User Satisfaction (Y). While for Information Quality (X2), it can be seen that the significance value of information quality (X2) 0.064 > 0.05 or T count (-1.878) <T table (1.995) so H2 is rejected, then there is no influence between information quality (X2) and user satisfaction (Y). Meanwhile, for the Interaction Quality (X3), it can be seen that the significance value of the interaction quality (X3) is 0.002 <0.05 or T count (3.184) > T table (1.995) so H3 is accepted, then there is an influence between the interaction quality (X3) and user satisfaction (Y). from the results obtained, it is expected to be a recommendation for the Penajam Paser Utara District Attorney's Office to further develop a much better quality website, so that it can increase the use of public services through the Penajam Paser Utara District Attorney's Office website, in addition, it is also recommended for the future that the Penajam Paser Utara District Attorney's Office pays attention to

the overall quality of the Penajam Paser Utara District Attorney's Office website in order to maintain or increase user satisfaction in using their website.[19].

Based on research in the journal entitled "Analysis of the Influence of the Quality of Service of the Amikom Purwokerto PMB Website Using the Webqual 4.0 Method" concluded that: After analyzing the data obtained from 103 respondents, it was concluded that all variables in the Webqual 4.0 method have a positive relationship to user satisfaction of the Amikom Purwokerto PMB Website. So this is a consideration to improve the quality of the Amikom Purwokerto PMB Website service for prospective new students[20].

Based on research in the journal entitled "Analysis of the Influence of Service Quality on User Satisfaction of the MYARS Application Using the Webqual 4.0 Method" concluded that: The results of the analysis of the independent variable, namely usability quality, have a score of 3,620, with a percentage level of 83.79% in the very good category. The information quality variable has a score of 4,051 with a percentage level of 83.35% in the very good category. The interaction quality variable has a score of 2,167 with a percentage level of 80.25% in the very good category. And the results of the analysis of the dependent variable, namely user satisfaction, have a score of 1,791 with a percentage level of 82.91% in the very good category[21].

Based on research in a journal entitled "Analysis of the Quality of Lamandau Regency Website Using Webqual 4.0" it was concluded that: From the results of the analysis carried out using Webqual 4.0, it was found that the Lamandau Regency website in terms of usability and information quality dimensions was assessed as quality, but had sufficient value in the Service interaction quality dimension.[22].

Based on research in the journal entitled "Analysis of the Quality of the Langitan Umaha System Website with Webqual 4.0 and Importance Performance Analysis" concluded that: Based on the results of the research and discussion conducted, it can be concluded that the quality of the Langitan Umaha System website based on GAP Analysis shows that the performance level of the Langitan Umaha System website has met the interests and expectations of users. if based on the results of the Importance Performance Analysis (IPA) that the overall quality of the Langitan Umaha System website has met the interests and expectations of users, but there are several indicators that need to be improved in performance because they do not match the interests and expectations of users, namely indicators in the first quadrant. Indicators U2, U4, U6, U7, I7, US2 and US4[23].

Based on research in the journal entitled "Measurement of the Quality of the Rumah Batik Andalan Website Using the Webqual 4.0 Method and Impotance Performance Analysis" concluded that: The results of the analysis of the level of conformity are still below 100% and the attributes are low with a value of 48%, namely the information is quite detailed and safe when transacting, The results of the gap analysis show negative values on all indicators, this indicates that the quality of the website is stated to have not been able to meet user desires. While the results of the IPA analysis show that the priority indicators for improvement on the website are an attractive appearance, providing detailed information, and being safe when transacting. The results of the calculation of user satisfaction from the Costumer Satisfaction Index (CSI) on the Rumah Batik Andalan website obtained a value of 65%, this indicates that the overall performance of the website is quite satisfactory[24].

Based on research in the journal entitled "Analysis of the Student Creativity Program Website (PKM Center) Ahmad Dahlan University Using WebQual 4.0," it concludes that the conclusion obtained from the results of the test analysis is that the overall compilation of the hypothesis can be accepted. Independent variables consisting of usability, information quality, and quality of interaction services are partially or simultaneously correlated and are strongly related to the dependent variable or user satisfaction. The higher or lower the value of the independent variable, the more it will correspond to the value of the dependent variable. The results of this study indicate that the management of the PKM Center at Ahmad Dahlan University must pay attention to the variables of usability, information quality, and quality of interaction services on the website to increase user satisfaction.[25].

3. Result and Discussion

In the process of collecting research data, it was done by distributing questionnaires to users of the website of the General Election Commission (in Indonesia it is abbreviated as KPU) of Central Jakarta City. There is a population of approximately 140 people per day who access the website of the KPU of Central Jakarta City. In the measurement, it was calculated using the Slovin formula, the number became 100 samples, with this the respondents needed by the researcher were only 100 respondents. After that, the questionnaires that had been collected would be studied by testing and analyzing data using the IBM SPSS version 26 application. The characteristics of the respondents included gender, age, and users of the KPU website of Central Jakarta City.

Table 1. Respondent Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	44	44.0	44.0	44.0
	Female	56	56.0	56.0	100.0
	Total	100	100.0	100.0	

From the data obtained, there were 100 respondents consisting of 44 men and 56 women.

Table 2. Respondent Age

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	> 46 years	8	8.0	8.0	8.0
	17 - 25 years	70	70.0	70.0	78.0
	26 - 35 years	16	16.0	16.0	94.0
	36 - 45 years	6	6.0	6.0	100.0
	Total	100	100.0	100.0	

In this case based on the respondent age table, the respondent age group is in the range of 17-25 years, 26-35 years, 36-45 years, >46 years. In this age group, the most respondents are aged 17-25 years, with a total of 70 respondents and the lowest age is 36-45 years.

Table 3. Respondent Users

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Society	22	22.0	22.0	22.0
	Employees	78	78.0	78.0	100.0
	Total	100	100.0	100.0	

In the table above, out of 100 respondents, 78 respondents were employees while the remaining 22 respondents were from the community.

In this study, perceptions of various quality parameters of the official website of the General Election Commission of Central Jakarta City were measured using a Likert scale with a value range of 1 to 5, with a middle value of 3. The results of the statement, which illustrates the level of success or failure, have been presented in the following table :

Table 4. Descriptive Statistical Analysis

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
X1.1	100	1	5	3.91	.830
X1.2	100	1	5	3.89	.863
X1.3	100	1	5	3.80	.953
X1.4	100	1	5	4.08	.861
X1.5	100	1	5	3.85	.925
X2.1	100	1	5	4.13	.761
X2.2	100	2	5	4.01	.823

X2.3	100	2	5	4.06	.722
X2.4	100	2	5	4.01	.823
X2.5	100	2	5	4.05	.744
X3.1	100	1	5	3.74	.970
X3.2	100	1	5	3.85	.914
X3.3	100	1	5	3.89	.815
X3.4	100	1	5	3.98	.853
X3.5	100	1	5	3.92	.884
Y.1	100	1	5	3.90	.870
Y.2	100	1	5	3.80	.932
Y.3	100	1	5	3.86	.954
Y.4	100	1	5	4.07	.795
Y.5	100	1	5	3.98	.887
Valid N (listwise)	100				

From the descriptive statistical analysis table above, it can be illustrated that there is a minimum value = 1 (Strongly Disagree) on all variables except X2.2, X2.3, X2.4, and X2.5 which get a minimum value = 2 (Disagree). While the maximum value in this study is 5 (Strongly Agree) found in all variables. And the average value obtained in this study is 4. The next stage is to conduct validity and reliability tests which have an important role in proving the reliability and accuracy of the research instrument used. These two aspects ensure that the instrument used is reliable and provides consistent results. Based on the results, it is known that the value of N = 100, then the value of r Table is 0.195. With the provision that if r count> r Table then it is declared valid, while if r count <r Table then it is declared invalid. The following are the results of the validity test using the variables of the webqual 4.0 method.

Table 5. Usability Validity Test (X1)

		X1.1	X1.2	X1.3	X1.4	X1.5	Total_X1
X1.1	Pearson Correlation	1	.705**	.513**	.604**	.627**	.821**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X1.2	Pearson Correlation	.705**	1	.636**	.596**	.649**	.859**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X1.3	Pearson Correlation	.513**	.636**	1	.549**	.676**	.820**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X1.4	Pearson Correlation	.604**	.596**	.549**	1	.599**	.801**
	Sig. (2-	.000	.000	.000		.000	.000

	tailed)						
	N	100	100	100	100	100	100
X1.5	Pearson Correlation	.627**	.649**	.676**	.599**	1	.858**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
Total_X1	Pearson Correlation	.821**	.859**	.820**	.801**	.858**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Based on the results of the validity test table of the Quality of Usefulness (X1) above, it can be concluded that the correlation between each item and its score shows a high correlation. This can be seen from the results of the calculated r value which is greater than the r Table value, namely (X1.1 = 0.821> 0.195), (X1.2 = 0.859> 0.195), (X1.3 = 0.820> 0.195), (X1.4 = 0.801> 0.195), and (X1.5 = 0.858> 0.195). Therefore, the results of the validity test of the Quality of Usefulness variable (X1) are declared valid..

Table 6. Information Quality Validity Test (X2)

		X2.1	X2.2	X2.3	X2.4	X2.5	Total_X2
X2.1	Pearson Correlation	1	.450**	.427**	.418**	.470**	.714**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X2.2	Pearson Correlation	.450**	1	.509**	.672**	.428**	.805**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X2.3	Pearson Correlation	.427**	.509**	1	.577**	.483**	.770**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X2.4	Pearson Correlation	.418**	.672**	.577**	1	.478**	.825**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100

X2.5	Pearson Correlation	.470**	.428**	.483**	.478**	1	.735**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
Total_X2	Pearson Correlation	.714**	.805**	.770**	.825**	.735**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Based on the results of the Information Quality validity test table (X2) above, it can be concluded that the correlation between each item and its score shows a high correlation. This can be seen from the results of the calculated r value which is greater than the r Table value, namely (X2.1 = 0.714> 0.195), (X2.2 = 0.805> 0.195), (X2.3 = 0.770> 0.195), (X2.4 = 0.825> 0.195), and (X2.5 = 0.735> 0.195). Therefore, the results of the validity test of the Information Quality variable (X2) are declared valid.

Table 7. Validity Test of Interaction Quality (X3)
Correlations

		X3.1	X3.2	X3.3	X3.4	X3.5	Total_X3
X3.1	Pearson Correlation	1	.696**	.602**	.445**	.517**	.805**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
X3.2	Pearson Correlation	.696**	1	.669**	.514**	.660**	.867**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
X3.3	Pearson Correlation	.602**	.669**	1	.578**	.632**	.841**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
X3.4	Pearson Correlation	.445**	.514**	.578**	1	.614**	.760**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
X3.5	Pearson Correlation	.517**	.660**	.632**	.614**	1	.831**
	Sig. (2-tailed)	.000	.000	.000	.000		.000

	N	100	100	100	100	100	100
Total_X3	Pearson Correlation	.805**	.867**	.841**	.760**	.831**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Based on the results of the validity test table of the Interaction Quality (X3) above, it can be concluded that the correlation between each item and its score shows a high correlation. This can be seen from the results of the calculated r value which is greater than the r Table value, namely (X3.1 = 0.805> 0.195), (X3.2 = 0.867> 0.195), (X3.3 = 0.841> 0.195), (X3.4 = 0.760> 0.195), and (X3.5 = 0.831> 0.195). Therefore, the results of the validity test of the Information Quality variable (X2) are declared valid.

Table 8. Quality Measurement Validity Test (Y)

Correlations

		Y.1	Y.2	Y.3	Y.4	Y.5	Total_Y
Y.1	Pearson Correlation	1	.623**	.591**	.448**	.547**	.791**
	Sig. (2-tailed)		.000	.000	.000	.000	.000
	N	100	100	100	100	100	100
Y.2	Pearson Correlation	.623**	1	.786**	.510**	.484**	.847**
	Sig. (2-tailed)	.000		.000	.000	.000	.000
	N	100	100	100	100	100	100
Y.3	Pearson Correlation	.591**	.786**	1	.546**	.558**	.867**
	Sig. (2-tailed)	.000	.000		.000	.000	.000
	N	100	100	100	100	100	100
Y.4	Pearson Correlation	.448**	.510**	.546**	1	.632**	.760**
	Sig. (2-tailed)	.000	.000	.000		.000	.000
	N	100	100	100	100	100	100
Y.5	Pearson Correlation	.547**	.484**	.558**	.632**	1	.789**
	Sig. (2-tailed)	.000	.000	.000	.000		.000
	N	100	100	100	100	100	100
Total_Y	Pearson Correlation	.791**	.847**	.867**	.760**	.789**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	100	100	100	100	100	100

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

Based on the results of the Quality Measurement (Y) validity test table above, it can be concluded that the correlation between each item and its score shows a high correlation. This can be seen from the results of the calculated r value which is greater than the r Table value, namely (Y.1 = 0.791> 0.195), (Y.2 = 0.847> 0.195), (Y.3 = 0.867> 0.195), (Y.4 = 0.760> 0.195), and (Y.5 = 0.789> 0.195). Therefore, the results of the validity test of the Quality Measurement (Y) variable are declared valid.

The following are the results of the reliability test :

Table 9. Reliability Test

Reliability Statistics	
Cronbach's Alpha	N of Items
.949	20

In the table above, this study obtained an Alpha value of 0.949 from a total of 20 items. Therefore, the results of this test determine that if the provisions exceed the Cronbach's Alpha value of 0.6, the reliability test can be declared Reliable.

Table 10. Pearson Correlation Results

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.833[a]	.695	.685	2.026

Judging from the Pearson Correlation Coefficient Table, it has a positive value between the independent variable and the dependent variable (R = 0.833) and shows that if there is a positive value, there is a positive relationship between the variables. While the Adjusted R Square value has a value = 0.685 which indicates that the independent variable has an influence on the dependent variable of 68.5% and the remaining 31.5% is influenced by other factors from outside this model..

Table 11. F Test Results

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	895.912	3	298.637	72.787	.000[b]
	Residual	393.878	96	4.103		
	Total	1289.790	99			

From the results of the F test above, there is a calculated F value of 72.787 to determine the F Table value using the following formula :

$$Df1 = k - 1$$
$$Df2 = n - k \quad (1)$$

Description :
Df = Degrees of Freedom
n = Number of Samples
k = Number of Variables
Then,
$Df1 = 4 - 1$
$Df1 = 3$
$Df2 = 100 - 4$
$Df2 = 96$
So, the F Table value is 2.699.In the ANOVA F Test Table above, it shows a significance value of 0.000, meaning that if the significance value is <0.05, it is significant. So, there is an influence or relationship

between the independent variable and the dependent variable. This hypothesis test is known to have a calculated F value of 72.787 and F Table = 2.699 with the results of the information F calculated > F Table. So the independent variables Usability, Information Quality, and Interaction Quality together have a significant influence on the quality measurement (Y) of the Central Jakarta City General Election Commission (KPU) website.

Table 12. T-Test Results

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.208	1.415		2.267	.026
	Total_X1	.069	.081	.071	.854	.395
	Total_X2	.004	.108	.004	.041	.967
	Total_X3	.772	.094	.779	8.185	.000

From the results of the T test above, there is a t Table value from Df (Degree of Freedom) or degrees of freedom with the following formula:

$$Df = n - k \quad (2)$$

Description:

Df = Degree of Freedom
n = Number of Samples
k = Number of Independent and Dependent Variables So, the value of Df = 100 – 4 = 96

So, the value of t Table is 1.984.
To compare t count with t Table, there is a provision that t count> t Table then, this means there is an influence or relationship between the independent variable and the dependent variable and the hypothesis can be stated as "accepted" and vice versa if t count <t Table then, there is no influence or relationship between the independent variable and the dependent variable and the hypothesis is stated as "rejected".

4. Conclusion

In accordance with the formulation of the problem, research objectives, and results of the analysis carried out, the research carried out through various tests mentioned previously can be used to draw the following conclusions:

1. It is known that the variable of Usefulness (X1) does not have a significant influence on the variable of Quality Measurement (Y) of the Central Jakarta City KPU Website. This is indicated by the t count of 0.854 < t Table 1.984 with a significance of 0.395 > 0.05
2. It is known that the Information Quality variable (X2) does not have a significant influence on the Quality Measurement variable (Y) of the Central Jakarta City KPU Website. This is indicated by the t count of 0.041 < t Table 1.984 with a significance of 0.967 > 0.05.
3. It is known that the Interaction Quality variable (X3) has a significant influence on the Quality Measurement variable (Y) of the Central Jakarta City KPU Website. This is indicated by the t count of 8.185 > t Table 1.984 with a significance of 0.000 < 0.05.

It is known that the variables of Usefulness (X1), Information Quality (X2), and Interaction Quality (X3) together have a significant influence on the Quality Measurement (Y) of the Central Jakarta City KPU Website. This is indicated by the F count of 72.787 > F Table 2.699 with a significance of 0.000 < 0.05.

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