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***THE EFFECT OF ABDURRAB UNIVERSITY LIBRARY
WEBSITE QUALITY ON USER SATISFACTION USING
MULTIPLE LINEAR REGRESSION AND IMPORTANCE
PERFORMANCE ANALYSIS***

TUGAS AKHIR

Diajukan Sebagai Salah Satu Syarat
untuk Memperoleh Gelar Sarjana Komputer pada
Program Studi Sistem Informasi

Oleh:

DASRI SURYA HAMDANI

11850310444



UIN SUSKA RIAU

**FAKULTAS SAINS DAN TEKNOLOGI
UNIVERSITAS ISLAM NEGERI SULTAN SYARIF KASIM RIAU
PEKANBARU
2022**

LEMBAR PERSETUJUAN

THE EFFECT OF ABDURRAB UNIVERSITY LIBRARY WEBSITE QUALITY ON USER SATISFACTION USING MULTIPLE LINEAR REGRESSION AND IMPORTANCE PERFORMANCE ANALYSIS

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di Pekanbaru, pada tanggal 16 Desember 2022

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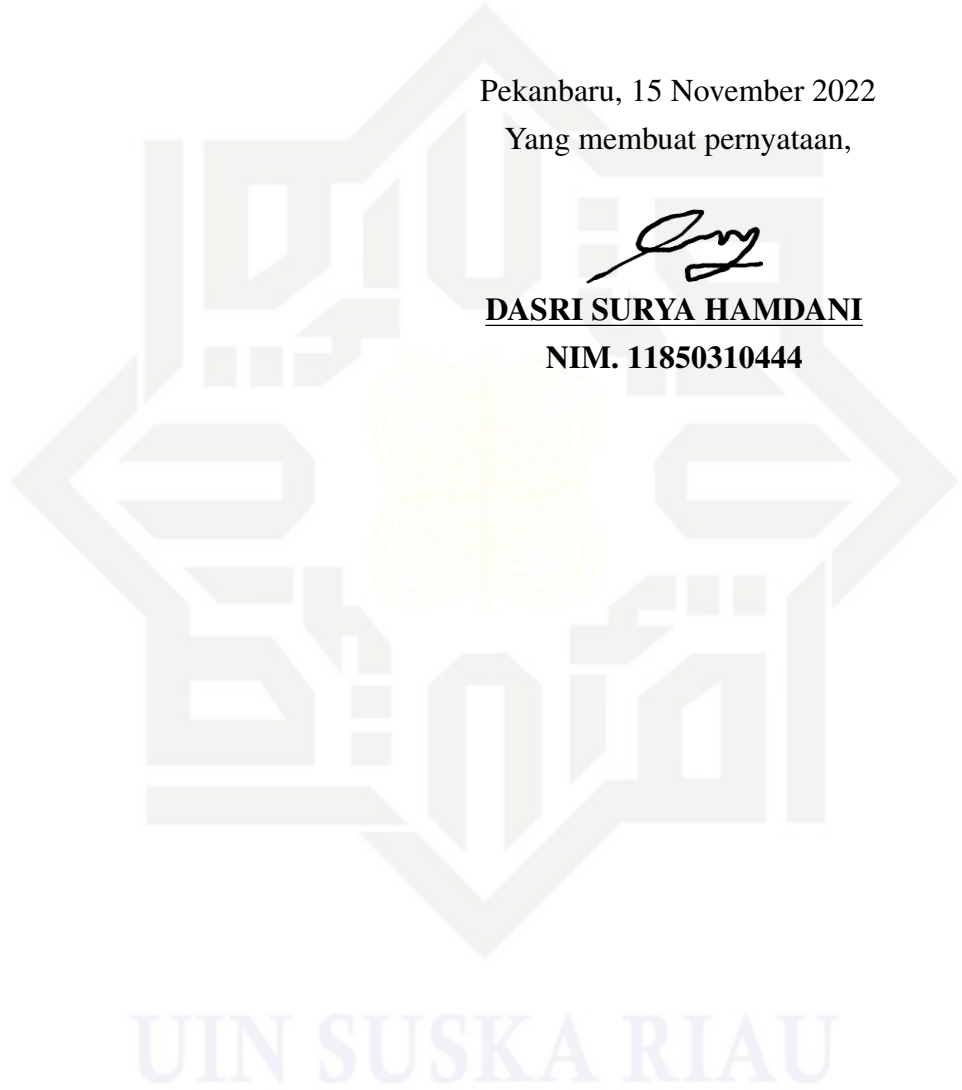
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Assalamu'alaikum Warahmatullahi Wabarakatuh.

Alhamdulillah rabbil 'alamin.

Hasbunallah wani'mal wakil ni'mal maula wani'man nasir.

Puji syukur kehadirat Allah SWT atas karunia nikmat, iman, islam, dan hidayahnya sehingga saya dapat menyelesaikan laporan Tugas Akhir ini. Shalawat beserta salam saya haturkan buat nabi besar Muhammad SAW, dengan melantunkan "Allahumma sholli ala sayyidina muhammad wa ala ali sayyidina muhammad" yang selalu menjadi teladan bagi umatnya.

Tugas Akhir ini saya persembahkan kepada seseorang yang sangat berarti dalam hidup saya yaitu seorang Ibu. kepadanya terima kasih yang tak terhingga, karena engkau telah melahirkan, merawat, dan membesarkan saya dengan setulus hati bersama jiwa ragamu dan penuh perjuangan hingga saya bisa sampai tahap saat ini. Berkat do'a dan kasih sayangmu, anakmu telah berhasil memperoleh gelar sarjana seperti yang engkau harapkan. Tiada apapun di dunia ini yang dapat membalas semua jasa-jasa dan pengorbananmu.

Kepada Bapak dan Ibu dosen Program Studi Sistem Informasi, Fakultas Sains dan Teknologi, Universitas Islam Negeri Sultan Syarif Kasim Riau yang telah memberikan saya ilmu pengetahuan, pengalaman, dan kebaikan selama perkuliahan, saya ucapkan terima kasih banyak dan semoga menjadi amal jariyah yang tak lekang oleh waktu.

Untuk teman-teman seperjuangan, terima kasih berkat kalian masa perkuliahan menjadi lebih bermakna karena masa-masa yang kita lalui bersama akan selalu membekas sampai kapan pun. Ini bukanlah akhir, tapi ini awal dari kehidupan yang sesungguhnya. Semoga di masa mendatang kita bisa bertemu lagi dalam keadaan yang lebih baik.

Last but not least, I wanna thank me. I wanna thank me for believing in me. I wanna thank me for all doing this hard work. I wanna thank me for having no days off. I wanna thank me for never quitting. I wanna thank me for just being me at all times.

Di hidup ini kita butuh orang lain, kita butuh sesama, tapi untuk kesuksesan dan keberhasilan diri sendiri jangan pernah mengandalkan orang lain "Windah Basudara".

KATA PENGANTAR

Assalamu'alaikum warahmatullahi wabarakatuh. Alhamdulillah rabbil 'alamin. Hasbunallah wani'mal wakil ni'mal maula wani'man nasir. Puji syukur kehadiran Allah SWT atas karunia, rahmat dan hidayahnya laporan Tugas Akhir yang berjudul *"The effect of abdurrah university library website quality on user satisfaction using multiple linear regression and importance performance analysis"* berhasil penulis selesaikan. Shalawat beserta salam tidak lupa pula penulis haturkan buat junjungan alam yakni nabi besar Muhammad SAW, dengan melantunkan *"Allahumma sholli ala sayyidina muhammad wa ala ali sayyidina muhammad"*. Laporan Tugas Akhir ini merupakan salah satu syarat dalam memperoleh gelar Sarjana Komputer pada Program Studi Sistem Informasi, Fakultas Sains dan Teknologi, Universitas Islam Negeri Sultan Syarif Kasim. Dalam proses menyelesaikan laporan Tugas Akhir ini, tidak luput pula adanya bantuan dan bimbingan dari berbagai pihak, baik secara langsung maupun tidak langsung. Oleh karena itu, dalam kesempatan ini penulis mengucapkan terima kasih kepada:

1. Bapak Prof. Dr. Khairunnas Rajab, M.Ag sebagai Rektor Universitas Islam Negeri Sultan Syarif Kasim Riau.
2. Bapak Dr. Hartono, M.Pd sebagai Dekan Fakultas Sains dan Teknologi.
3. Bapak Eki Saputra, S.Kom., M.Kom sebagai Ketua Program Studi Sistem Informasi.
4. Ibu Siti Monalisa, S.T., M.Kom sebagai Sekretaris Program Studi Sistem Informasi.
5. Bapak Muhammad Afdal, ST., M.Kom sebagai dosen Pembimbing Akademik yang telah memberikan bimbingan semasa perkuliahan.
6. Bapak Muhammad Jazman, S.Kom., M.InfoSys sebagai dosen Pembimbing Tugas Akhir yang telah banyak memberikan arahan, kritik, dan saran dalam menyelesaikan Tugas Akhir ini.
7. Bapak Arif Marsal, Lc., MA sebagai Ketua Sidang atas waktu yang diberikan sekaligus arahan, kritik, dan saran dalam menyelesaikan Tugas Akhir ini.
8. Bapak Dr. Muhammad Luthfi Hamzah, B.IT., M.Kom sebagai dosen Penguji I atas waktu yang diberikan sekaligus arahan, kritik, dan saran dalam menyelesaikan Tugas Akhir ini.
9. Bapak Anofrizen, S.Kom., M.Kom sebagai dosen Penguji II atas waktu yang diberikan sekaligus arahan, kritik, dan saran dalam menyelesaikan Tugas Akhir ini.

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11. Civitas Akademika Universitas Abdurrah yang telah memberikan izin dan kerja samanya pada penelitian Tugas Akhir ini.
12. Ibu, Ayah, dan Kakak yang telah memberikan do'a dan motivasi kepada penulis sehingga dapat menjadi landasan utama dalam menyelesaikan Tugas Akhir ini.
13. Teman-teman pada masa perkuliahan Husein, Al farabi, Fitrah, Bayu, Riyo, Mirul, Harun, Syahrul, Fauzi, Ilham, Saleha, Triana, Mufidah, Dea, Nin-ing yang telah berbagi banyak hal dan memberikan arti dari sebuah kebersamaan dan kebaikan.
14. Keluarga besar Sistem Informasi A angkatan 2018 yang mengajarkan arti kekeluargaan.
15. Semua pihak terkait yang telah membantu penulis dalam menyelesaikan laporan Tugas Akhir ini, semoga kebaikannya dibalas oleh Allah SWT.
Semoga laporan Tugas Akhir ini dapat memberikan banyak manfaat bagi penulis dan pembaca nantinya serta sebagai pahala amal jariyah bagi kita semua, *Aamiin*. Oleh karena itu untuk kesempurnaan laporan Tugas Akhir ini yang jauh dari kata sempurna, penulis berharap kritik, dan saran yang membangun agar dapat dijadikan sebagai bahan pembelajaran kedepannya sehingga menjadi proses perbaikan ke arah yang lebih baik. Kontak penulis dapat dilihat di bagian lampiran daftar riwayat hidup pada laporan Tugas Akhir ini. *Akhirul kalam. Wassalamu'alaikum warahmatullahi wabarakatuh.*

Pekanbaru, 15 November 2022

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26 Juli 2022

No : 454/LoA/JUTIF/VI/2022

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Kami mengucapkan terima kasih atas pengiriman artikel ilmiah ke **Jurnal Teknik Informatika (JUTIF)** dengan data artikel sebagai berikut:

Judul

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1. Dasri Surya Hamdani
2. Muhammad Jazman
3. Muhammad Luthfi Hamzah
4. Anofrizen

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Jurnal Teknik Informatika

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VOLUME 3 | NOMOR 6 | DESEMBER 2022



<http://jutif.if.unsoed.ac.id/>

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Jurnal Teknik Informatika (JUTIF) is published by Department of Informatics, Universitas Jenderal Soedirman (UNSOED). JUTIF is published periodically 6 times a year (February, April, June, August, October, December). The first time, this journal was published in June 2020.

Volume 3 Number 6, December 2022

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EDITORIAL PREFACE

Gratitude for the presence of Allah Subhana Wa Ta'ala, Jurnal Teknik Informatika (JUTIF) Volume 3, Number 6, December 2022 was published on December 26, 2022.

JUTIF in this edition has received quite a lot of article submissions, but in the process some of the best articles have been selected according to the results of the review. This edition of the issue contains 38 articles from authors from 23 affiliations, including: **Universitas Pradita (Indonesia), Universitas Amikom Purwokerto (Indonesia), Universitas Stikubank (Indonesia), Institut Teknologi Garut (Indonesia), Universitas Muslim Indonesia (Indonesia), Universitas Muhammadiyah Surakarta (Indonesia), Universitas Islam Indonesia Universitas Diponegoro (Indonesia), STMIK Royal Kisaran (Indonesia), Universitas Kristen Satya Wacana (Indonesia), Universitas Islam Negeri Sultan Syarif Kasim Riau (Indonesia), Universitas Nusa Putra (Indonesia), Sekolah Tinggi Teknologi Wastukencana (Indonesia), Universitas Budi Luhur (Indonesia), Universitas Sumatera Utara (Indonesia), Universitas Sumatera Utara (Indonesia), Universitas Jenderal Soedirman (Indonesia), Universitas Bina Darma (Indonesia), Universitas Malikussaleh (Indonesia), Universitas Sjakhyakirti (Indonesia).**

We give the highest appreciation to the authors, Bestari Partners, the editorial team and all parties involved in the preparation and publication of JUTIF for Volume 3 Number 6 in December 2022. In an effort to improve the quality of both the content and appearance of the journal, we expect suggestions and constructive criticism for improvements to the Next Edition.

Editorial Team

THE EFFECT OF ABDURRAB UNIVERSITY LIBRARY WEBSITE QUALITY ON USER SATISFACTION USING MULTIPLE LINEAR REGRESSION AND IMPORTANCE PERFORMANCE ANALYSIS

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(Naskah masuk: 05 Juli 2022, Revisi : 13 Juli 2022, diterbitkan: 26 Desember 2022)

Abstract

Abdurrab University library website is an effort to improve services in providing information in the form of physical book data and digital collections to its users. This study aims to analyze the influence of the quality of the Abdurrab University library website on user satisfaction based on end user perceptions. The WebQual 4.0 method was modified by the researcher with the addition of the variables user interface quality and the quality of reliability to compile this research instrument. The distribution of questionnaires was carried out online and offline to 96 respondents obtained from the results of sample calculations using the slovin formula from a total population of 2552 people. The quality of Abdurrab University library website based on multiple linear regression analysis partially variables Usability Quality and The Quality of Reliability affect user satisfaction while simultaneously all WebQual 4.0 variable modifications affect user satisfaction. The influence of independent variables on dependent variables received a value of 43.6% and 56.4% was influenced by independent variables that were not used in this study, so the quality of the website was classified as poor. The quality of Abdurrab University library website is based on Importance Performance Analysis (IPA) for conformity level analysis of 85.29% and gap analysis of -0.55, with a conformity level analysis value of 85.29% of websites is good. The conclusion of this study is that the quality of the Abdurrab University library website affects user satisfaction, so this research can be used as a reference for improvement by the Abdurrab University library.

Keywords: Importance Performance Analysis (IPA), Multiple linier regression, User satisfaction, Website quality, WebQual 4.0 modification.

PENGARUH KUALITAS SITUS WEB PERPUSTAKAAN UNIVERSITAS ABDURRAB TERHADAP KEPUASAN PENGGUNA MENGGUNAKAN REGRESI LINIER BERGANDA DAN IMPORTANCE PERFORMANCE ANALYSIS

Abstrak

Situs *web* perpustakaan Universitas Abdurrab merupakan upaya peningkatan layanan dalam memberikan informasi berupa data buku fisik dan koleksi digital kepada penggunanya. Penelitian ini bertujuan untuk menganalisis pengaruh kualitas situs *web* perpustakaan Universitas Abdurrab terhadap kepuasan pengguna berdasarkan persepsi pengguna akhir. Metode WebQual 4.0 dimodifikasi oleh peneliti dengan penambahan variabel *User Interface Quality* dan *The Quality of Reliability* untuk menyusun instrumen penelitian ini. Penyebaran kuesioner dilakukan secara online dan offline kepada 96 orang responden yang didapatkan dari hasil perhitungan sampel menggunakan rumus *slovin* dari total populasi 2552 orang. Kualitas situs *web* perpustakaan Universitas Abdurrab berdasarkan analisis regresi linier berganda secara parsial variabel *Usability Quality* dan *The Quality of Reliability* berpengaruh terhadap kepuasan pengguna sedangkan secara simultan seluruh variabel WebQual 4.0 modifikasi berpengaruh terhadap kepuasan pengguna. Pengaruh variabel bebas terhadap variabel terikat mendapatkan nilai sebesar 43,6% dan 56,4% dipengaruhi oleh variabel bebas yang tidak digunakan dalam penelitian ini, sehingga kualitas situs *web* tergolong buruk. Kualitas situs *web* perpustakaan Universitas Abdurrab berdasarkan *Importance Performance Analysis* (IPA) untuk analisis tingkat kesesuaian sebesar 85,29% dan analisis kesenjangan sebesar -0,55, dengan nilai analisis tingkat kesesuaian sebesar 85,29% situs *web* tergolong baik. Kesimpulan dari penelitian ini kualitas situs *web* perpustakaan Universitas Abdurrab berpengaruh terhadap kepuasan pengguna, sehingga penelitian ini bisa dijadikan acuan perbaikan oleh pihak perpustakaan Universitas Abdurrab.



Kata kunci: *Importance Performance Analysis (IPA), Kualitas situs web, Kepuasan pengguna, Regresi Linier Berganda, WebQual 4.0 Modifikasi.*

1. INTRODUCTION

In general, websites strive to attract a large number of users, so the quality of the website has an impact on user satisfaction when using it[1]. Satisfaction is a general assessment in evaluating a product or service, based on the user's overall experience in using the product or service[2]. Satisfaction is related to quality. Quality can be perceived as good and satisfactory, if the product or service received can exceed user expectations, then the quality of the product or service is perceived as ideal quality and meets user satisfaction[3]. In the use of the website, user satisfaction is greatly influenced by the quality of the website[4]. In addition, quality also has an influence on increasing user loyalty to the website. Indirectly loyalty can increase user satisfaction from the website. The quality of the college website is an important element to evaluate because the website serves as a virtual representation of the college. On the other hand, in measuring the quality of a website it is very important to do to increase the number of users. In measuring the quality of a website, there are three main aspects, namely usability, ease of use and entertainment which are the main components based on the user's perspective to reuse the website[5]. Ease of use means that everyone even people with disabilities can easily understand, understand, navigate, interact with the website and they can contribute to the website[6]. The ease of use of the website is positively related to user satisfaction based on the end-user perspective of the website[7]. The end-user perspective can be used to assess the quality of a website[8]. The end-user perspective can be used to assess the quality of a website[9].

The Abdurrab University library website is very important for its users, namely librarians at Abdurrab University in obtaining information related to the library in detail and accurately. This website can be accessed by librarians and users through computers and smartphones connected to internet services. Before the existence of digital-based websites, Abdurrab University in providing library services was carried out conventionally through print media as an alternative. With the change of services from conventional to digital through internet-based library websites, it can increase user interest and satisfaction, namely users and librarians at Abdurrab University. The strategic purpose of a digital-based library website is to maintain a level of service quality that guarantees funding of activities and customer satisfaction[10].

Furthermore, the researcher compares the positions or rankings of the library websites at private universities in pekanbaru city. Data retrieved from the site alexa.com in 02 Januari 2022[11]. Abdurrab

University library website pustaka.univrab.ac.id is ranked 773,281 globally and 12,566 Indonesia. Library.uir.ac.id ranked 129,757 globally and 1,717 Indonesia. Lib.umri.ac.id obtained a ranking of 181,160 globally and 3,067 in Indonesia. Library.unilak.ac.id ranked 325,838 globally and 6,062 Indonesia. With this low position or ranking, if the problem is not evaluated, then the position or ranking of the Abdurrab University library website will regress and lag behind similar library websites at other private universities in Pekanbaru city.

WebQual is a tool for assessing the quality of service of a website[12]. Theory of Reasoned Action (TRA) is used in developing the WebQual model and the Technology Acceptance Model (TAM). This WebQual 4.0 method was chosen because the framework has been widely used to study and evaluate the quality of websites. For example, a study conducted by Phil Longstreet entitled "Evaluating Website Quality: Applying Cue Utilization Theory to WebQual"[13] and Barnes Stuart & Vidgen Richard entitled "WebQual: An Exploration of Website Quality"[14]. Currently, only WebQual 4.0 has a measurement instrument that focuses on end-user perceptions of website quality[15]. The WebQual 4.0 method was modified by the researcher because of the presence of additional variables such as the user interface quality[16] and the quality of reliability[17], thus the instrument used in this study is WebQual 4.0 modified.

Research related to website quality has been carried out by several previous researchers, such as Eko Retno Wulandari, Edwin Rizal and Elnovani Lusiana. The result of this study is that the quality of the kandaga website has a simultaneous effect on the satisfaction of users of the central library of Padjadjaran University. The quality of the kandaga website has a great influence on the satisfaction of users of the central library of Padjadjaran University. The quality of usability, the quality of service interaction, the quality of the interface, and the quality of digital library services partially have a significant effect on user satisfaction[18]. Furthermore, research was conducted by Frandika Septa, Anton Yudhana and Abdul Fadlil. The conclusion of this study is that by using multiple linear regression, the quality of the SIMSARPRAS website is in the medium classification, or of medium quality. Meanwhile, by using Importance Performance Analysis (IPA), the quality of the SIMSARPRAS website is in the classification of good, or good quality[19]. The last research was conducted by Warjiyono and Hellyana. The result is that in terms of usability quality, information quality, and visual quality, it already has good quality, while

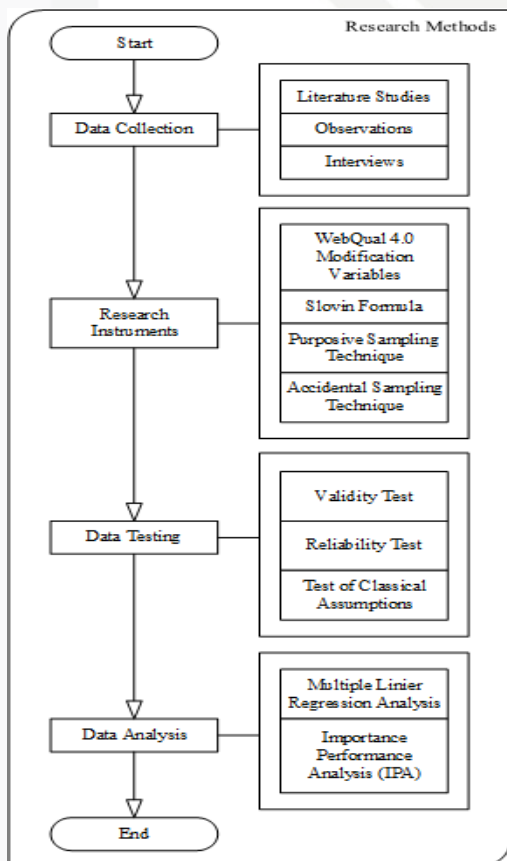
in terms of service interaction quality it does not have good quality, because user satisfaction has not been met[20].

Based on previous research, the novelty of this study is the presence of variable quality reliability. this variable is used to measure the extent of a website's performance level. A working link, ease of access and a website can run well are the frameworks in this variable that can make users feel comfortable using the website.

Therefore, researchers are interested in conducting a combination of multiple linear regression analysis and Importance Performance Analysis (IPA) and comparing the results of the two data analyses using WebQual 4.0 modifications to be able to determine the effect of the quality of the Abdurrab University library website on user satisfaction based on the perception of end users of the website. The results of this study can be used as a reference in evaluating and developing digital-based library websites by Abdurrab University and can be used as a reference for other researchers in conducting research related to the quality of library websites in the future.

2. RESEARCH METHODS

The stages of the research methods that the researcher conducted can be seen in picture 1. Research methods.



Picture 1. Research Methods

From picture 1. Research methods in this study used causal quantitative research. The causal quantitative research method is a method used to see the relationship of variables to the object under study is more cause and effect (causal), so that in his research there are independent and dependent variables[21]. This study examines the relationship between website quality and end-user satisfaction through the WebQual 4.0 modification instrument. In table 1. WebQual 4.0 modification variables, variables research operations in this study there are five variables X and one variable Y. The variables in WebQual 4.0 modification are usability quality (X1), information quality (X2), service interaction quality (X3), user interface quality (X4)[16], the quality of reliability (X5)[17] and overall impression (Y1).

This research was conducted by researchers starting from January 2021 to June 2022. This study was conducted to measure the effect of the quality of the Abdurrab University library website on user satisfaction and classify the quality of the website into three categories, namely not good, good enough and good. In collecting data, researchers use literature studies, observations and interviews. Literature studies are carried out to collect theories related to research. To obtain data and information through observation, researchers make observations directly to the place of case study, namely in the Abdurrab University library and through the Abdurrab University library website to see the problems on the website. Interviews in this study were conducted by providing questions to the speakers, namely stakeholders who really knew about the services of the Abdurrab University library website. Interviews of researchers conducted with the head of the library, staff and administrators of the library, the central section of computers and information systems, the database section and the active users of the Abdurrab University library website. To see visits to the website from the beginning of its release until now after it was published by researchers using the similarweb.com [22] website, this data was taken in 02 January 2022 with a total of approximately 50,000 visits. The population of this study amounted to 2552 users who were active users of the Abdurrab University library website taken in the period from January 2021 to June 2022. One of the methods used to determine the number of samples is to use the slovin formula. Of the total existing population, researchers took a sample to be used as respondents in this study using the slovin formula with a margin of error of 0.1 or 10%, the sample results obtained were 96 people. Based on the total population and samples obtained by the previous slovin formula, respondents for this questionnaire were active users who were members of the Abdurrab University library and often visited the Abdurrab University library website. The calculation results obtained from the slovin formula must be representative so that the results of the study can be generalized.

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Table 1. WebQual 4.0 Modification variables

| Variable | Questionnaire Items | Code |
|----------------------------------|--|------|
| Usability Quality (X1) | The website is easy to operate and learn by its users | X1.1 |
| | Interaction with the website is clear and understandable | X1.2 |
| | The website has clear navigation | X1.3 |
| | The website is easy to use | X1.4 |
| | The website has an attractive or attractive appearance | X1.5 |
| | Website design according to the type of website library | X1.6 |
| | Websites contain competence or competitiveness with similar websites | X1.7 |
| | Websites create a positive experience for users | X1.8 |
| Information Quality (X2) | The Website provides appropriate and accurate information | X2.1 |
| | The website provides reliable information | X2.2 |
| | The website provides timely information (up to date) | X2.3 |
| | The Website provides relevant information (according to the usefulness of the website) | X2.4 |
| | The website provides easy to understand information | X2.5 |
| | The website presents detailed information | X2.6 |
| | The website presents information in the appropriate format | X2.7 |
| Service Interaction Quality (X3) | The website has a good reputation | X3.1 |
| | Users feel safe in accessing the website | X3.2 |
| | The website guarantees the security of users' personal information | X3.3 |
| | The website provides space for personalization of users | X3.4 |
| | The website provides space for the library community | X3.5 |
| | The website makes it easy to communicate with service providers | X3.6 |
| User Interface Quality (X4) | I feel confident that the information that the website provides is of high quality | X3.7 |
| | The website uses the right image (according to the theme) | X4.1 |
| | The website uses letters that are easy to read | X4.2 |
| | The website uses the appropriate color display (inconspicuous) | X4.3 |
| | The website presents a display design that is in accordance with its function | X4.4 |
| | The website has a consistent menu structure and layout | X4.5 |
| The Quality of Reliability (X5) | The website provides links that work well | X4.6 |
| | The website can be accessed at any time | X5.1 |
| | I didn't wait long when opening/logging into the website | X5.2 |
| | The website always appears if the address is pustaka.univrab.ac.id | X5.3 |
| Overall Impression (Y1) | The website runs fine using the default computer browser/leptop/gadget | X5.4 |
| | I would recommend the website to friends who need library services | Y1.1 |

Purposive sampling technique is a sample determination technique with certain considerations carried out to select a population, based on the criteria selected by the researcher. The criteria chosen by the researchers are user satisfaction, which is specifically for active users and has experience using the Abdurrah University library website. It aims to attract respondents who truly understand the Abdurrah University library website. Accidental sampling is a technique of determining samples based on accidental, that is, anyone who coincidentally meets the researcher can be used as a sample, if it is seen that the person who happens to be met is appropriate as a data source. The researcher's accidental sampling technique is used as an alternative to selecting samples from respondents that are existing or unplanned when encountered when the distribution of questionnaire links through goggle forms takes place offline at the case study site. This researchers did because of the limited energy and time in the process of distributing the goggle form questionnaire link.

The distribution of questionnaire items is carried out online and offline. The google form function, which is available for free on the google website, was used by researchers to disseminate questionnaires in

this study. The questionnaire was created using a modified version of the WebQual 4.0 approach which consists of variables of usability quality, information quality, service interaction quality, user interface quality, the quality of reliability which is an independent variable (free) and overall impression which is a dependent (bound) variable used by researcher as a user satisfaction variable. The questionnaire concluded because the researcher had made an answer choice, which included 8 different types of responses and four different likert scales. The likert scale with values 1-4 was used in the measurement scale of as many as 33 items of questionnaire item statements regarding the quality of the website and user satisfaction consisting of the level of performance and the level of expectations.

One of the important steps that must be done in a study is to test the validity of the data, so that it can be known whether the data that has been obtained is data that can describe the actual state or in accordance with the reality that occurs, so that the data is worthy of further research and can be used to measure the object under study. According to Imam Ghozali[23] explains that the validity test is used to measure the validity or validity if the question of a questionnaire,

a questionnaire is said to be a valid question and the questionnaire is able to reveal something that the questionnaire will measure. Validity tests are generally used to determine the validity of items in a list of questions in defining a variable. The validity test was carried out by the researcher using the product moment technique by correlating each statement to the answer to the level of expectation and performance with the score results of each variable. The figure obtained from the calculation r calculate is compared with the r table owned. If r calculate $> r$ table then the research instrument is valid. On the other hand, if the r calculate $< r$ table then the research instrument is invalid. The r table value is generated from the r table ($= 0.01$, $df = n-2$) and the r calculate value is obtained from the pearson correlation result from the IBM SPSS Statistical program. The IBM SPSS Statistical program that the researchers used is version 25.

Furthermore, a reliability test is carried out. According to Imam Ghozali[23] reliability is to measure a questionnaire that is a variable indicator. The reliability test aims to determine whether the data collection tool basically shows the level of accuracy, accuracy, stability or consistency of the tool in revealing certain symptoms of a group of individuals, even though it is carried out at different times. If there is an invalid instrument, then at the time of testing the invalid reliabel is immediately abolished. This reliability test uses cronbach's alpha model, because the alternative answers used in the answers to this questionnaire are more than 3 choices. According to Imam Ghozali[23] cronbach alpha a construct or variable is said to be realiable if it gives a cronbach alpha value of $>0,7$. The results of cronbach's alpha, consulted with a list of interachisements of coefficient r . Testing the level of expectation and performance level of the Abdurrah University library website based on the perception of its users, the value is reliable, if all the values of cronbach's alpha are greater than 0.7 then this research questionnaire is worthy of being used as a research instrument.

According to Imam Ghozali[23] regression with the ordinary Least Square (OLS) estimation method will give the Best Linear Unbiased Estimator (BLUE) results if it meets all the classic assumptions. If in the classical assumption test there are assumptions that are not met, then a data transformation is carried out and all existing assumptions are retested. Classical assumption tests are used as requirements that must be met on multiple linear regression analysis. The classical assumption test is an analysis carried out to assess whether in a regression model there are problems of classical assumptions. The classical assumption test consists of normality test, multicholnearity and VIF test, heterokedasticity test and durbin watson autocorrelation test. According to Imam Ghozali[23] the normality test aims to test whether in the regression model the intruder or residual variable has a normal distribution. The

multicholnearity and VIF test is to test whether the regression model found any correlation between independent variables[23]. The selection of tolerance value or Variance Inflation Factor (VIF) in this study is because this method is a common way to do and is considered more reliable in detecting the presence or absence of multicolonierity in regression models and testing with tolerance value or Variance Inflation Factor (VIF) more complete in analyzing data. The heteroskedasticity test is to see if there is a variance inequality from the residual of one observation to another[23]. A good regression model is one that is homoskedasticity or does not occur heteroskedasticity[23]. According to Imam Ghozali[23] durbin watson autocorrelation test is used to test whether in the linear regression model there is a choleration between the disruptor error in the t period and the disruptor error in the $t-1$ period (previously), if there is an autocoleration then it is called an autocoleration problem. A good regression model is a regression that is free of autocorrelation[23].

In conducting data analysis, researchers use multiple linear regression analysis and Importance Performance Analysis (IPA). Multiple linear regression is an analysis that explains how closely related several independent variables are to a dependent variable. According to Sugiono[21] explaining that multiple linear analysis is used by the researcher, if the study has the intention of predicting how the state (ups and downs) of the dependent variables, if two independent variables become factors of the predicate manipulated (dinaik lower the value). Website quality analysis using multiple linear regression is performed with t test (partial) and f test (simultaneous). According to the Imam Ghozali[23], the t test basically shows how far the influence of one independent variable individually is in describing the dependent variable. According to the Test criteria set out on the t test (partial) is used by comparing the significance value and the t calculate and the t table value with a significance level of 0.05. According to Imam Ghozali[23] the f test basically indicates whether all the independent variables intended in the model have a simultaneous influence on the dependent variables. The test criteria set on the f test (simultaneous) are used by comparing significance values and values f calculate and value f table with a significance level of 0.05. Furthermore, the researcher uses the coefficient of determination to find out the amount of value generated by the independent variable to influence the value of the dependent variable.

Importance Performance Analysis (IPA) is an analytical method used to analyze the level of importance and performance[24]. Importance Performance Analysis (IPA) will display indicators that need improvement because of their low performance. Importance Performance Analysis (IPA) will compare expectation levels with



performance levels to determine the scale of service priorities that will be prioritized to scale up. This method has the ability to provide information appropriately in the assessment of a website with an efficient format to maximize user satisfaction in the use of a website[25]. On this method, respondents were asked to assess the level of expectations and performance from the Abdurrab University library website. Importance Performance Analysis (IPA) consists of conformity analysis, gap analysis and quadrant analysis.

Conformity analysis is the result of a comparison between the implementation performance score (Performance) and the importance score (Importance) to determine the value of end user satisfaction with a website. This analysis will generate a sequence to determine which attributes should be prioritized[26]. The suitability level analysis will determine the priority scale that will be used in handling the results of the quadrant analysis. The criteria for assessing the level of conformity of users are: (1) if the results of the conformity analysis state $\geq 100\%$ means that the user's satisfaction level exceeds the desired level of expectations and the user feels very satisfied, (2) if the conformity analysis results state $= 100\%$ it means that the user's satisfaction level reaches the desired level of expectation and the user is satisfied, (3) if the conformity analysis results state $< 100\%$ it means that the user's satisfaction level does not reach the desired expectation level and the user is not satisfied.

Gap analysis is used as a business evaluation tool that focuses on current organizational performance gaps with previously targeted performance[27]. Gap analysis is an innovative and useful approach for conducting needs assessments and for evaluating websites. The gap calculation results show that users are satisfied if the gap value is positive and show that users are dissatisfied if the gap value is negative.

The first stage for quadrant analysis is to use a prestigious diagram with the intersection of the axes (X) and (Y) so that 4 quadrants are formed. The (X) axis represents performance and the (Y) axis represents expectation. This value intersects perpendicular to the horizontal axis, that is, the axis that reflects the performance of the attribute (X), while the value intersects perpendicular to the vertical axis, that is, the axis that reflects the importance of the attribute (Y). Below are the assessment criteria of the Importance Performance Analysis (IPA) quadrant diagram including (1) the first quadrant of "priorities for improvement" attributes that are within the scope of the first quadrant with low performance but are very influential because they have high importance priorities so that they become an important point in quality improvement points, (2) the second quadrant "keep ip the good work" attribute that is within the scope of the second quadrant with the same performance and priority of importance so that it only

needs to be maintained its value to maintain quality, (3) the third quadrant of "low priority" attributes that are within the scope of the second quadrant with the same low performance and importance priority so that there needs to be an improvement in the aspects contained in the scope of this quadrant, (4) the fourth quadrant "possible overkill" of attributes that are within the scope of the second quadrant with too high performance compared to their level of importance so that there is a need for distribution on aspects contained in the scope of other quadrants as in the first quadrant[28].

3. RESULTS AND DISCUSSION

In this study the questionnaire was distributed to 96 active users of the Abdurrab University library website who were respondents in the study. From the results of respondents' answers to the questionnaire that had been previously shared, the researcher conducted a validity test. This validity test is necessary to find out whether the questionnaire results are valid or not. This test was carried out using SPSS version 25 software by comparing the value of the r calculate (pearson corellation) with the r table with a signification value of 0.01% (2-tailed). The results of this validity test use answers from the expectation level and performance questionnaire. The results of the expectation level answer validity test can be seen in table 2. Expectation level validity test of the following.

Table 2. Expectation Level Validity Test

| No | Items | Expectation | | Status |
|-----|-------|-------------|---------|--------|
| | | r calculate | r table | |
| 1. | X1.1 | 0,830 | 0,2617 | Valid |
| 2. | X1.2 | 0,754 | 0,2617 | Valid |
| 3. | X1.3 | 0,856 | 0,2617 | Valid |
| 4. | X1.4 | 0,870 | 0,2617 | Valid |
| 5. | X1.5 | 0,786 | 0,2617 | Valid |
| 6. | X1.6 | 0,743 | 0,2617 | Valid |
| 7. | X1.7 | 0,726 | 0,2617 | Valid |
| 8. | X1.8 | 0,766 | 0,2617 | Valid |
| 9. | X2.1 | 0,825 | 0,2617 | Valid |
| 10. | X2.2 | 0,818 | 0,2617 | Valid |
| 11. | X2.3 | 0,778 | 0,2617 | Valid |
| 12. | X2.4 | 0,832 | 0,2617 | Valid |
| 13. | X2.5 | 0,800 | 0,2617 | Valid |
| 14. | X2.6 | 0,776 | 0,2617 | Valid |
| 15. | X2.7 | 0,845 | 0,2617 | Valid |
| 16. | X3.1 | 0,879 | 0,2617 | Valid |
| 17. | X3.2 | 0,766 | 0,2617 | Valid |
| 18. | X3.3 | 0,859 | 0,2617 | Valid |
| 19. | X3.4 | 0,848 | 0,2617 | Valid |
| 20. | X3.5 | 0,894 | 0,2617 | Valid |
| 21. | X3.6 | 0,849 | 0,2617 | Valid |
| 22. | X3.7 | 0,832 | 0,2617 | Valid |
| 23. | X4.1 | 0,843 | 0,2617 | Valid |
| 24. | X4.2 | 0,863 | 0,2617 | Valid |
| 25. | X4.3 | 0,847 | 0,2617 | Valid |
| 26. | X4.4 | 0,806 | 0,2617 | Valid |
| 27. | X4.5 | 0,839 | 0,2617 | Valid |
| 28. | X4.6 | 0,681 | 0,2617 | Valid |
| 29. | X5.1 | 0,908 | 0,2617 | Valid |
| 30. | X5.2 | 0,904 | 0,2617 | Valid |
| 31. | X5.3 | 0,890 | 0,2617 | Valid |
| 32. | X5.4 | 0,927 | 0,2617 | Valid |
| 33. | Y1.1 | 1,000 | 0,2617 | Valid |

The results of the performance level answer validity test can be seen in table 3. Performance level validity test of the following.

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.

2. Dilarang mengemukakan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

Table 3. Performance Level Validity Test

| No | Items | Performance | | Status |
|-----|-------|-------------|---------|--------|
| | | r calculate | r table | |
| 1. | X1.1 | 0,705 | 0,2617 | Valid |
| 2. | X1.2 | 0,851 | 0,2617 | Valid |
| 3. | X1.3 | 0,752 | 0,2617 | Valid |
| 4. | X1.4 | 0,809 | 0,2617 | Valid |
| 5. | X1.5 | 0,511 | 0,2617 | Valid |
| 6. | X1.6 | 0,839 | 0,2617 | Valid |
| 7. | X1.7 | 0,769 | 0,2617 | Valid |
| 8. | X1.8 | 0,687 | 0,2617 | Valid |
| 9. | X2.1 | 0,738 | 0,2617 | Valid |
| 10. | X2.2 | 0,721 | 0,2617 | Valid |
| 11. | X2.3 | 0,517 | 0,2617 | Valid |
| 12. | X2.4 | 0,783 | 0,2617 | Valid |
| 13. | X2.5 | 0,765 | 0,2617 | Valid |
| 14. | X2.6 | 0,755 | 0,2617 | Valid |
| 15. | X2.7 | 0,791 | 0,2617 | Valid |
| 16. | X3.1 | 0,708 | 0,2617 | Valid |
| 17. | X3.2 | 0,749 | 0,2617 | Valid |
| 18. | X3.3 | 0,747 | 0,2617 | Valid |
| 19. | X3.4 | 0,751 | 0,2617 | Valid |
| 20. | X3.5 | 0,702 | 0,2617 | Valid |
| 21. | X3.6 | 0,538 | 0,2617 | Valid |
| 22. | X3.7 | 0,762 | 0,2617 | Valid |
| 23. | X4.1 | 0,720 | 0,2617 | Valid |
| 24. | X4.2 | 0,546 | 0,2617 | Valid |
| 25. | X4.3 | 0,696 | 0,2617 | Valid |
| 26. | X4.4 | 0,778 | 0,2617 | Valid |
| 27. | X4.5 | 0,789 | 0,2617 | Valid |
| 28. | X4.6 | 0,629 | 0,2617 | Valid |
| 29. | X5.1 | 0,830 | 0,2617 | Valid |
| 30. | X5.2 | 0,875 | 0,2617 | Valid |
| 31. | X5.3 | 0,867 | 0,2617 | Valid |
| 32. | X5.4 | 0,784 | 0,2617 | Valid |
| 33. | Y1.1 | 1,000 | 0,2617 | Valid |

From table 2. Expectation level validity test and table 3. Performance level validity test can be concluded that the answer to the level of expectation and performance of all questionnaire items from the variables of usability quality, information quality, service interaction quality, user interface quality, the quality of reliability and overall impression are declared valid because the value of r calculate > r table.

After the questionnaire items are declared valid, the researcher conducts a reliability test of all questionnaire answers to the level of expectation and performance. The results of the expectation and performance level reliability testing are as follows.

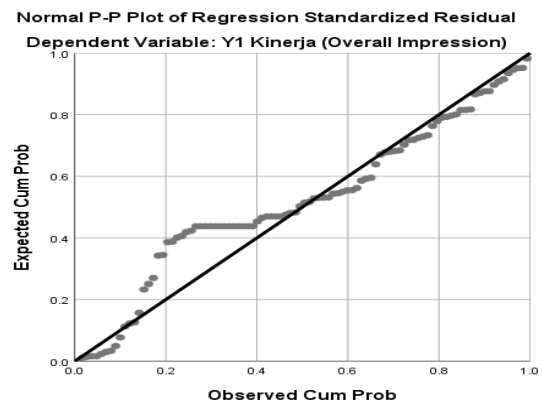
Table 4. Expectation and Performance Level Reliability Test

| No | Level | Cronbach's alpha | Status |
|----|-------------|------------------|----------|
| 1. | Expectation | 0,975 | Reliable |
| 2. | Performance | 0,952 | Reliable |

Based on table 4. Expectation and performance level reliability can be seen that the results of the reliability test of each variable in this study are reliable because the value of cronbach's alpha obtained is greater than 0.7[23]. Based on the results of testing the validity and reliability of each variable

in the questionnaire item of the level of expectation and performance, it can be said that the questionnaire item in this study is worthy of being used as research material.

The classical assumption test consists of a normality test, a multicholnearity tolerance and VIF test, a heterochedasticity test and a durbin watson autocorrelation test. The normality test is a test to determine whether or not the residual value distribution is normal. To test the normality of the data, researchers used the spss version 25 program. One example of a good regression model has a normally distributed residual value. Normality test probability plot according to Imam Ghozali[23] if the data plotting regression model (points) follows a diagonal line, the data distribution runs normally and vice versa if the data plotting (points) spreads far from the diagonal line then it is not distributed normally. The results of the probability plot normality test can be seen in picture 2. Probability plot normality test



Picture 2. Probability Plot Normality Test

From picture 2. Probability plot normality test results in the normal conditions of the distribution of residual values of the data are met and the data is normally distributed because the plotting data (dots) approach and follow the diagonal line, so that the results of this analysis can be used in the next stage in the analysis of multiple linear regression.

Multicholnearity tolerance and VIF test according to Imam Ghozali[23] if the tolerance value >0.100 and the VIF value <10.00, then there are no symptoms of multicollinearity. The results of the multicholnearity tolerance and VIF tests can be seen in table 5. Multicholnearity and VIF test.

Table 5. Multicholnearity and VIF Test

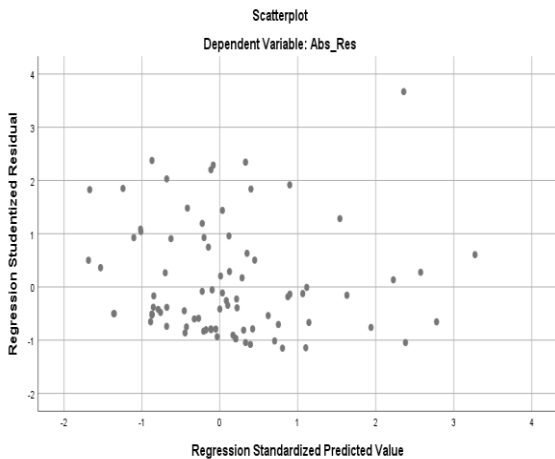
| Type | Collinearity Statistics | |
|----------------------------------|-------------------------|-------|
| | Tolerance | VIF |
| (Constant) | | |
| X1 (Usability Quality) | .475 | 2.106 |
| X2 (Information Quality) | .244 | 4.099 |
| X3 (Service Interaction Quality) | .254 | 3.933 |
| X4 (User Interface Quality) | .432 | 2.317 |
| X5 (The Quality of Reliability) | .417 | 2.399 |



a. Dependent Variable: Y1 (Overall Impression)

From the data in table 5. Multicholinearity and VIF test above can be concluded for variables X1 (usability quality) tolerance value $(0.475) > (0.100)$ and VIF value $(2.106) < (10.00)$, X2 (information quality) tolerance value $(0.244) > (0.100)$ and VIF value $(4.099) < (10.00)$, X3 (service interaction quality) tolerance value $(0.254) > (0.100)$ and VIF value $(3.933) < (10.00)$, X4 (user interface quality) tolerance value $(0.432) > (0.100)$ and VIF value $(2.317) < (10.00)$, X5 (the quality of reliability) tolerance value $(0.417) > (0.100)$ and VIF value $(2.399) < (10.00)$. From the results of the comparison of the amount of tolerance and VIF values in multicholinearity testing, there were no symptoms of multicholinearity.

Heteroskedasticity test of scatterplots according to Imam Ghozali[23], if there is no clear pattern (wavy, widened then narrowed) in the scatterplots figure, as well as points spreading above and below the number 0 on the Y-axis, then no heteroskedasticity occurs. Here's picture 3. Results the heteroskedasticity test of scatterplots.



Picture 3. Results The Heteroskedasticity Test of Scatterplots

From picture 3. Results the heteroskedasticity test of scatterplots above, it can be concluded that the pattern formed spreads above and below the number 0, then the condition that there are no symptoms of heteroskedasticity is met. In this study, a glejser test was used. The glejser test is carried out by regressing the residual absolute value against an independent variable. If the significance value is more than 0.05, heteroskedasticity does not occur[23].

Durbin watson autocorrelation test according to Imam Ghozali[23], if the Durbin Watson value is located between du to $(4-du)$, then no autocorrelation occurs. The durbin watson autocorrelation test with a level of significance $\alpha = 0.05$, obtained a value of du $(1.7785) < Durbin\ Watson\ (2.032) < 4-du\ (2.221)$ so that there were no symptoms of autocorrelation.

After the stages of the classical assumption test were completed, the researcher proceeded to analyze the data using multiple linear regression. In this

analysis, a partial t-test and a simultaneous f test were carried out as well as the output of the results of the correlation of the coefficient of determination. Partial t-tests and simultaneous f-tests are performed on the basis of significance values and comparison of calculated and table values. according to Imam Ghozali[23] the independent variable (X) partially affects the dependent variable (Y), if the sig value. < 0.05 . Partial t-test based on significance value obtained variable X1 (usability quality) partially affects variable Y1 (overall impression) because it has a significance value $(0.04) < (0.05)$. Variable X2 (information quality) partially has no effect on variable Y1 (overall impression) because it has a significance value $(0.51) > (0.05)$. Variable X3 (service interaction quality) partially has no effect on variable Y1 (overall impression) because it has a significance value $(0.30) > (0.05)$. The variable X4 (user interface quality) partially has no effect on the variable Y1 (overall impression) because it has a significance value $(0.12) > (0.05)$. The variable X5 (the quality of reliability) partially affects the variable Y1 (overall impression) because it has a significance value $(0.00) < (0.05)$. According to V. Wiratna Sujarweni[29], the independent variable (X) partially affects the dependent variable (Y), if the value t calculate $> t$ table[29]. Partial t-test based on calculated value and table can be formulated by looking for t table $= (\alpha/2 ; n - k - 1) = (0,05/2 ; 96 - 5 - 1) = (0,025 ; 90) = 1,990$. The result obtained is that the variable X1 (usability quality) has a positive effect on the variable Y1 (overall impression) because it has a value of t calculate $(2.067) > (1.990)$ t table. The variable X2 (information quality) has no effect on the variable Y1 (overall impression) because it has a value of t calculate $(0.657) < (1.990)$ t table. Variable X3 (service interaction quality) has no effect on variable Y1 (overall impression) because it has a value of t calculate $(1,042) < (1,990)$ t table. Variable X4 (user interface quality) has no effect on variable Y1 (overall impression) because it has a value of t calculate $(-1,550) < (1,990)$ t table. Variable X5 (the quality of reliability) has a positive effect on variable Y1 (overall impression) because it has a value of t calculate $(3,223) > (1,990)$ t table.

Simultaneous F test according to Imam Ghozali [23], if the independent variable (X) simultaneously affects the dependent variable (Y), if it has a significance value of < 0.05 . The results of the simultaneous F test based on significance, namely variables usability quality, information quality, service interaction quality, user interface quality and the quality of reliability) simultaneously affect the variable (overall impression) because it has a significance value $(0.00) < (0.05)$. According to V. Wiratna Sujarweni [29] Simultaneous F-tests based on calculated calculations and tables based on independent variables (X) simultaneously affect the dependent variables (Y) if the value of f calculate $> f$ table[29]. Simultaneous F test results based on the

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formula of searching f table = $(k ; n - k) = (5 ; 96 - 5) = (5 ; 91) = 2,31$. The conclusion is that the variables usability quality, information quality, service interaction quality, user interface quality and the quality of reliability simultaneously affect the variables overall impression because they have a value of f calculate $(13.91) > (2.31)$ f table. Furthermore, the researcher looked for the amount of value of the independent variable (X) that affects the value of the dependent variable (Y) using the output of the value of the in table 6. Coefficient of determination.

Table 6. Coefficient of Determination

| Type | R | R Square | Adjusted R Square | Std. Error of the Estimate |
|------|-------------------|----------|-------------------|----------------------------|
| 1 | .660 ^a | .436 | .405 | .442 |

Based on table 6. Coefficient of determination, the value of R (correlation) of 0.660 and R Square (Coefficient of Determination) of 0.436 (43.6%). From these results, it can be concluded that the dependent variable (Y) or overall impression is able to influence the independent variable (X) by 43.6% and the correlation value of 0.660 can be interpreted to mean that the relationship of the dependent variable (Y) or overall impression to the independent variable (X) in this study is strong, because it is in the range of values 0.60-0.799[21]. Another independent variable (X) not used in this study had an influence on the dependent variable (Y) Overall Impression of $(100\%) - (43.6\% \text{ (value of the coefficient of determination)}) = 56.4\%$.

Importance Performance Analysis (IPA) in this study consists of conformity level analysis, gap analysis and quadrant analysis. Analysis of the level of conformity was carried out per-item calculation of the questionnaire based on each variable in this study and analysis of the total level of conformity of the results of the number of calculation scores from the level of expectation and performance. The value obtained in the usability quality variable is 86.25%, which is presented in table 7. Tki usability quality.

Table 7. Tki Usability Quality

| No | Items | Performance Score | Expectation Score | Tki |
|--------------|-------|-------------------|-------------------|---------------|
| 1 | X1.1 | 319 | 368 | 86,68% |
| 2 | X1.2 | 315 | 367 | 85,83% |
| 3 | X1.3 | 310 | 361 | 85,87% |
| 4 | X1.4 | 326 | 368 | 88,58% |
| 5 | X1.5 | 286 | 361 | 79,22% |
| 6 | X1.6 | 325 | 366 | 88,79% |
| 7 | X1.7 | 323 | 368 | 87,77% |
| 8 | X1.8 | 319 | 366 | 87,15% |
| Total | | 2523 | 2925 | 86,25% |

The value obtained in the information quality variable is 84.65%, which is presented in table 8. Tki information quality.

Table 8. Tki Information Quality

| No | Items | Performance Score | Expectation Score | Tki |
|--------------|-------|-------------------|-------------------|---------------|
| 9 | X2.1 | 305 | 367 | 83,10% |
| 10 | X2.2 | 325 | 369 | 88,07% |
| 11 | X2.3 | 279 | 370 | 75,40% |
| 12 | X2.4 | 323 | 367 | 88,01% |
| 13 | X2.5 | 321 | 370 | 86,75% |
| 14 | X2.6 | 320 | 364 | 87,91% |
| 15 | X2.7 | 306 | 367 | 83,37% |
| Total | | 2179 | 2574 | 84,65% |

The value obtained in the variable service interaction quality is 83.67%, which is presented in table 9. Tki service interaction quality.

Table 9. Tki Service Interaction Quality

| No | Items | Performance Score | Expectation Score | Tki |
|--------------|-------|-------------------|-------------------|---------------|
| 16 | X3.1 | 326 | 366 | 89,07% |
| 17 | X3.2 | 324 | 366 | 88,52% |
| 18 | X3.3 | 323 | 363 | 88,98% |
| 19 | X3.4 | 278 | 360 | 77,22% |
| 20 | X3.5 | 282 | 362 | 77,90% |
| 21 | X3.6 | 275 | 369 | 74,52% |
| 22 | X3.7 | 325 | 363 | 89,53% |
| Total | | 2133 | 2549 | 83,67% |

The value obtained in the user interface quality variable is 83.67%, which is presented in table 10. Tki user interface quality.

Table 10. Tki User Interface Quality

| No | Items | Performance Score | Expectation Score | Tki |
|--------------|-------|-------------------|-------------------|---------------|
| 23 | X4.1 | 294 | 368 | 79,89% |
| 24 | X4.2 | 327 | 369 | 88,61% |
| 25 | X4.3 | 328 | 362 | 90,60% |
| 26 | X4.4 | 301 | 366 | 82,24% |
| 27 | X4.5 | 294 | 367 | 80,10% |
| 28 | X4.6 | 296 | 367 | 80,65% |
| Total | | 1840 | 2199 | 83,67% |

The value obtained in the quality of reliability is 89.73%, which is presented in table 11. Tki the quality of reliability.

Table 11. Tki The Quality of Reliability

| No | Items | Performance Score | Expectation Score | Tki |
|--------------|-------|-------------------|-------------------|---------------|
| 29 | X5.1 | 324 | 366 | 88,52% |
| 30 | X5.2 | 335 | 363 | 92,28% |
| 31 | X5.3 | 331 | 366 | 90,43% |
| 32 | X5.4 | 321 | 366 | 87,70% |
| Total | | 1311 | 1461 | 89,73% |

The overall total score of the results of the number of questionnaire scores of the level of expectation and performance got a score of 85.29%, which is presented in the following table 12. Σ Tki overall value total.

Table 12. Σ Tki Overall Value Total

| Performance Score | Expectation Score | Σ Tki |
|-------------------|-------------------|--------------|
| 9986 | 11708 | 85.29% |

2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.

Syaiful Masim Riau



The conclusions that can be drawn from the results of the calculation of the analysis of the degree of conformity of the overall total score of the results of the number of questionnaire scores of the level of expectation and performance that users of the Abdurrah University library website are quite satisfied against the quality of the website.

Gap analysis is carried out by calculating the answers to the questionnaire with the average value of the performance level minus the average value of the expectation level. The gap value obtained in the usability quality variable is -0.52, which is presented in table 13. Usability quality gap.

Table 13. Usability Quality Gap

| No | Items | Performance Average | Expectation Average | Gap |
|----------------|-------|---------------------|---------------------|--------------|
| 1 | X1.1 | 3,32 | 3,83 | -0,51 |
| 2 | X1.2 | 3,28 | 3,82 | -0,54 |
| 3 | X1.3 | 3,22 | 3,76 | -0,54 |
| 4 | X1.4 | 3,39 | 3,83 | -0,44 |
| 5 | X1.5 | 2,97 | 3,76 | -0,79 |
| 6 | X1.6 | 3,38 | 3,81 | -0,43 |
| 7 | X1.7 | 3,36 | 3,83 | -0,47 |
| 8 | X1.8 | 3,32 | 3,81 | -0,49 |
| Average | | 3,28 | 3,80 | -0,52 |

The gap value obtained in the information quality variable is -0.59, which is presented in table 14. Information quality gap.

Table 14. Information Quality Gap

| No | Items | Performance Average | Expectation Average | Gap |
|----------------|-------|---------------------|---------------------|--------------|
| 9 | X2.1 | 3,17 | 3,82 | -0,65 |
| 10 | X2.2 | 3,38 | 3,84 | -0,46 |
| 11 | X2.3 | 2,90 | 3,85 | -0,95 |
| 12 | X2.4 | 3,36 | 3,82 | -0,46 |
| 13 | X2.5 | 3,34 | 3,85 | -0,51 |
| 14 | X2.6 | 3,33 | 3,79 | -0,46 |
| 15 | X2.7 | 3,18 | 3,82 | -0,64 |
| Average | | 3,24 | 3,82 | -0,59 |

The gap value obtained in the service interaction quality variable is -0.62, which is presented in table 15. Service interaction quality gap.

Table 15. Service Interaction Quality Gap

| No | Items | Performance Average | Expectation Average | Gap |
|----------------|-------|---------------------|---------------------|--------------|
| 16 | X3.1 | 3,39 | 3,81 | -0,42 |
| 17 | X3.2 | 3,37 | 3,81 | -0,44 |
| 18 | X3.3 | 3,36 | 3,78 | -0,42 |
| 19 | X3.4 | 2,89 | 3,75 | -0,86 |
| 20 | X3.5 | 2,93 | 3,77 | -0,84 |
| 21 | X3.6 | 2,86 | 3,84 | -0,98 |
| 22 | X3.7 | 3,38 | 3,78 | -0,4 |
| Average | | 3,17 | 3,79 | -0,62 |

The gap value obtained in the user interface quality variable is -0.62, which is presented in table 16. User interface quality Gap.

Table 16. User Interface Quality Gap

| No | Items | Performance Average | Expectation Average | Gap |
|----------------|-------|---------------------|---------------------|--------------|
| 23 | X4.1 | 3,06 | 3,83 | -0,77 |
| 24 | X4.2 | 3,40 | 3,84 | -0,44 |
| 25 | X4.3 | 3,41 | 3,77 | -0,36 |
| 26 | X4.4 | 3,13 | 3,81 | -0,68 |
| 27 | X4.5 | 3,06 | 3,82 | -0,76 |
| 28 | X4.6 | 3,08 | 3,82 | -0,74 |
| Average | | 3,19 | 3,81 | -0,62 |

The gap value obtained in the quality of reliability variable is -0.39, which is presented in table 17. The quality of reliability Gap.

Table 17. The Quality of Reliability Gap

| No | Items | Performance Average | Expectation Average | Gap |
|----------------|-------|---------------------|---------------------|--------------|
| 29 | X5.1 | 3,37 | 3,81 | -0,44 |
| 30 | X5.2 | 3,48 | 3,78 | -0,3 |
| 31 | X5.3 | 3,44 | 3,81 | -0,37 |
| 32 | X5.4 | 3,34 | 3,81 | -0,47 |
| Average | | 3,41 | 3,80 | -0,39 |

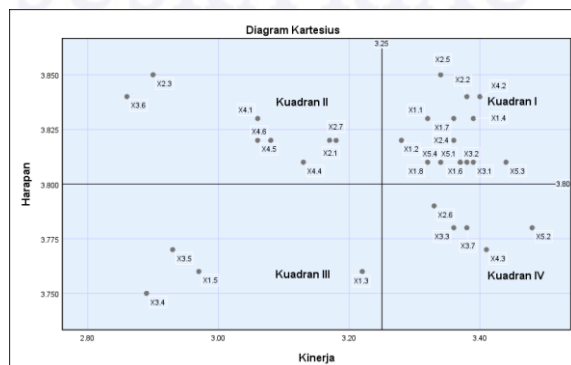
The total value of the overall gap from the results of the number of questionnaire scores of the level of expectation and performance got a value of -0.55, which is presented in table 18. Overall gap value total.

Table 18. Overall Gap Value Total

| Performance Average | Expectation Average | Gap Average |
|---------------------|---------------------|-------------|
| 3,25 | 3,80 | -0,55 |

The overall total gap value of the variables usability quality, information quality, service interaction quality, user interface quality and the quality of reliability) get negative results, so that the performance produced by the abdurrab library website has not reached the expectations desired by its users and it can be concluded that user satisfaction has not been Fulfilled.

Cartesian diagrams are used to divide the regions in each quadrant, based on the results of the calculation of the expectation level questionnaire items and performance from the Abdurrah University library website. the cartesian diagram can be seen in picture 4. Cartesian diagram.



Picture 4. Cartesian Diagram

2. Diarangi mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

UIN Suska Riau is a public Islamic university in Pekanbaru, Riau, Indonesia. The university was established in 1983 and is one of the largest Islamic universities in Indonesia. It offers a wide range of undergraduate and postgraduate programs in various fields of study, including Islamic studies, social sciences, and natural sciences. The university is known for its commitment to providing quality education and research in the Islamic context.

The journal 'Jurnal Teknik Informatika (JUTIF)' is a peer-reviewed academic journal published by UIN Suska Riau. It focuses on the field of computer science and information technology. The journal covers a wide range of topics, including software development, artificial intelligence, data science, and network security. It is a platform for researchers and practitioners to share their latest findings and insights in the field of computer science.

The article 'User Interface Quality Gap Analysis of Abdurrah University Library Website' is a research paper that examines the user interface quality of the library website. The study uses a gap analysis method to compare the performance of the website against the users' expectations. The results show that there is a significant gap between performance and expectation, indicating that the website does not meet the users' needs and expectations.

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The article 'Overall Gap Value Total' is a research paper that examines the overall gap value of the library website. The study uses a gap analysis method to compare the performance of the website against the users' expectations. The results show that there is a significant gap between performance and expectation, indicating that the website does not meet the users' needs and expectations.

The article 'Cartesian Diagram' is a research paper that examines the Cartesian diagram of the library website. The study uses a Cartesian diagram to visualize the relationship between performance and expectation. The results show that most data points are located in the upper-left and upper-right quadrants, indicating that performance is generally lower than expectation.

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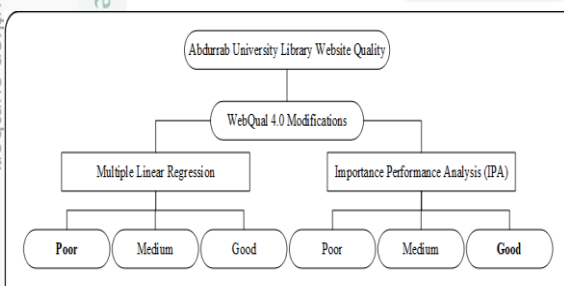
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Based on picture 4. Cartesian diagram can be known that: (1) variable questionnaire items X1.1, X1.2, X1.4, X1.6, X1.7, X1.8, X2.2, X2.4, X2.5, X3.1, X3.2, X4.2, X5.1, X5.3, X5.4 are located in the first quadrant. This means that the level of expectation and performance according to the user is high so it must be maintained performance and quality because the user is satisfied, (2) the variable questionnaire items X2.1, X2.3, X2.7, X3.6, X4.1, X4.4, X4.4, X4.6 are located in the second quadrant. This means high expectations but low performance. The items in this quadrant are very important to the user because the user's expectations of the item are high but the performance of the item is still low, so the user feels that they are still not satisfied. This is the first priority in improvement. (3) the variable questionnaire items X1.3, X1.5, X3.4, X3.5 are located in the third quadrant. This means low levels of expectations and performance. Therefore this variable is not very important for improvement because it does not affect user satisfaction, (4) the questionnaire items of the variables X2.6, X3.3, X3.7, X4.3, X5.2 are located in the fourth quadrant. This means that the level of expectation is low, but the performance is high so it is not too prioritized, because the performance of these variables is already very good.

The quality classification of the abdurrab university library website was carried out after the data analysis was completed. This classification is carried out to compare the results of data analysis from multiple linear regression analysis with Importance Performance Analysis (IPA). The quality classification of the abdurrab University library website can be seen in picture 5. Abdurrab university library website classification.



Picture 5. Abdurrab University Library Website Classification

From picture 5. Abdurrab university library website classification can be concluded the results of data analysis using multiple linear regression analysis show the quality of abdurrab university library websites is of "poor" quality and the results of Importance Performance Analysis (IPA) show the quality of abdurrab university library websites are of "good" quality.

4. CONCLUSION

The conclusions obtained from this study are in the variables usability quality, information quality,

service interaction quality user interface quality, the quality of reliability to user satisfaction there are no symptoms of multicollinearity, heteroskedasticity and autocorrelation durbin watson so it can be said that this modified WebQual 4.0 instrument has a normally distributed residual value and worthy of being used as a research instrument.

Partially the variables usability quality and the quality of reliability based on significance values and comparisons of calculated values and table values, both variables affect user satisfaction. This result is a finding in this study that the variable the quality of reliability is the most influential variable, because it has a greater influence value compared to the variable usability quality. Whereas simultaneously all WebQual 4.0 variable modifications affect user satisfaction, based on significance values and calculated values and table values.

From the results of the multiple linear regression analysis, the results of the coefficient of determination showed the influence of the dependent variable on the independent variable getting a value of 43.6% and for the influence of other dependent variables that were not in this study by 56.4%, so that the quality of the website is classified as poor.

As for the Importance Performance Analysis (IPA), the influence of dependent variables on independent variables received a value of 85.29%. The results of the gap analysis obtained by -0.55 from the total conformity level analysis of 85.29%, can be interpreted to mean that user satisfaction with the quality of the Abdurrab University library website is good.

In the comparison of the value of the results of multiple linear regression analysis, the quality of the website is classified as poor, while for Importance Performance Analysis (IPA) the quality of the website is good.

ACKNOWLEDGMENTS

Thanks to the stakeholders of the Abdurrab University library who have given permission and assisted in the dissemination of this research instrument to the users of the Abdurrab University library website.

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2. Diarangi mengemukakan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.
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HK Cipta Diindungi Undang

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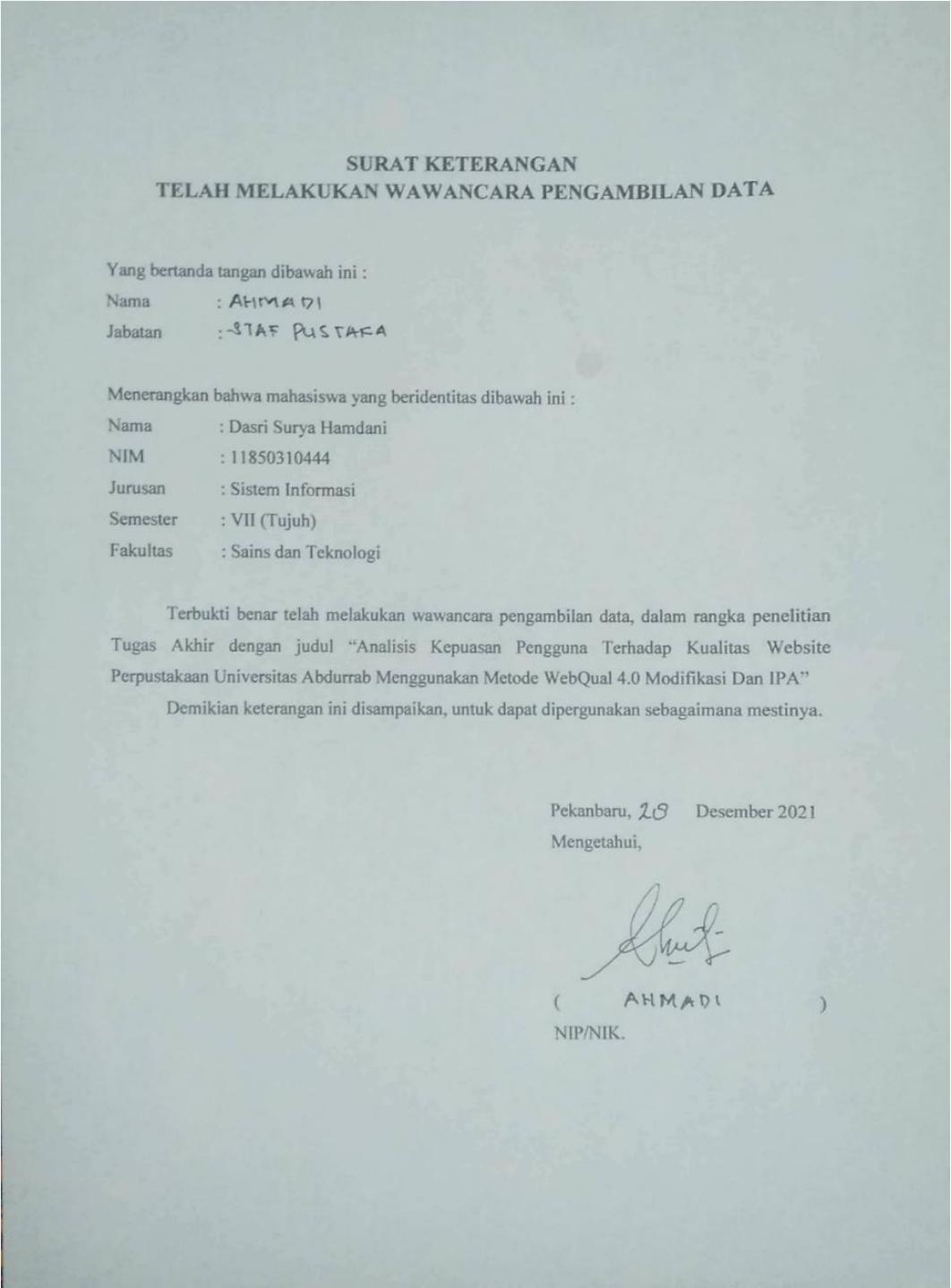
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LAMPIRAN A BUKTI WAWANCARA

A.1 Surat Keterangan Telah Melakukan Wawancara Pengambilan Data



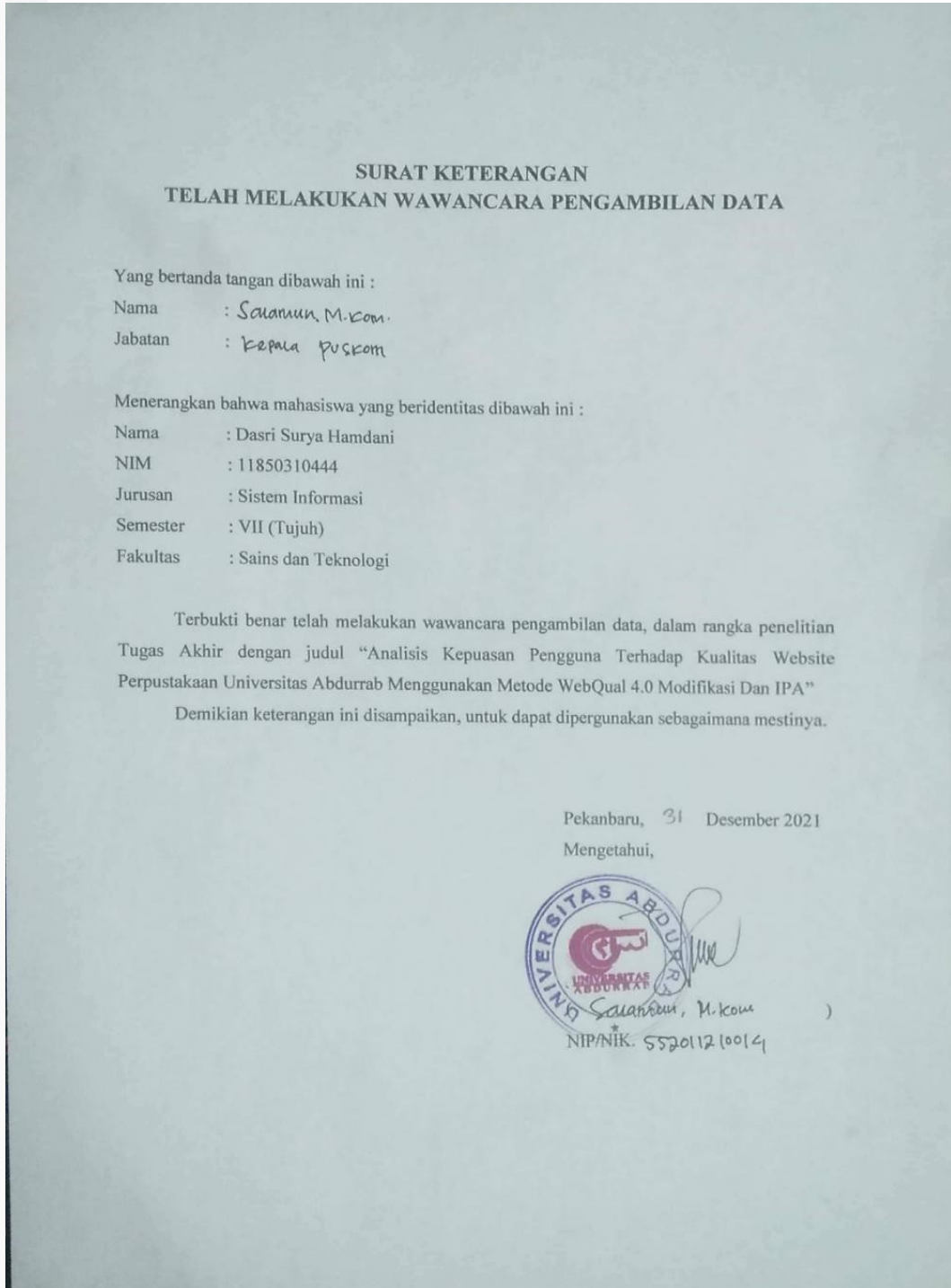
Gambar A.1. Wawancara Dengan Kepala Perpustakaan



Gambar A.2. Wawancara Dengan Staf Perpustakaan

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Gambar A.3. Wawancara Dengan Kepala Pusat Komputer

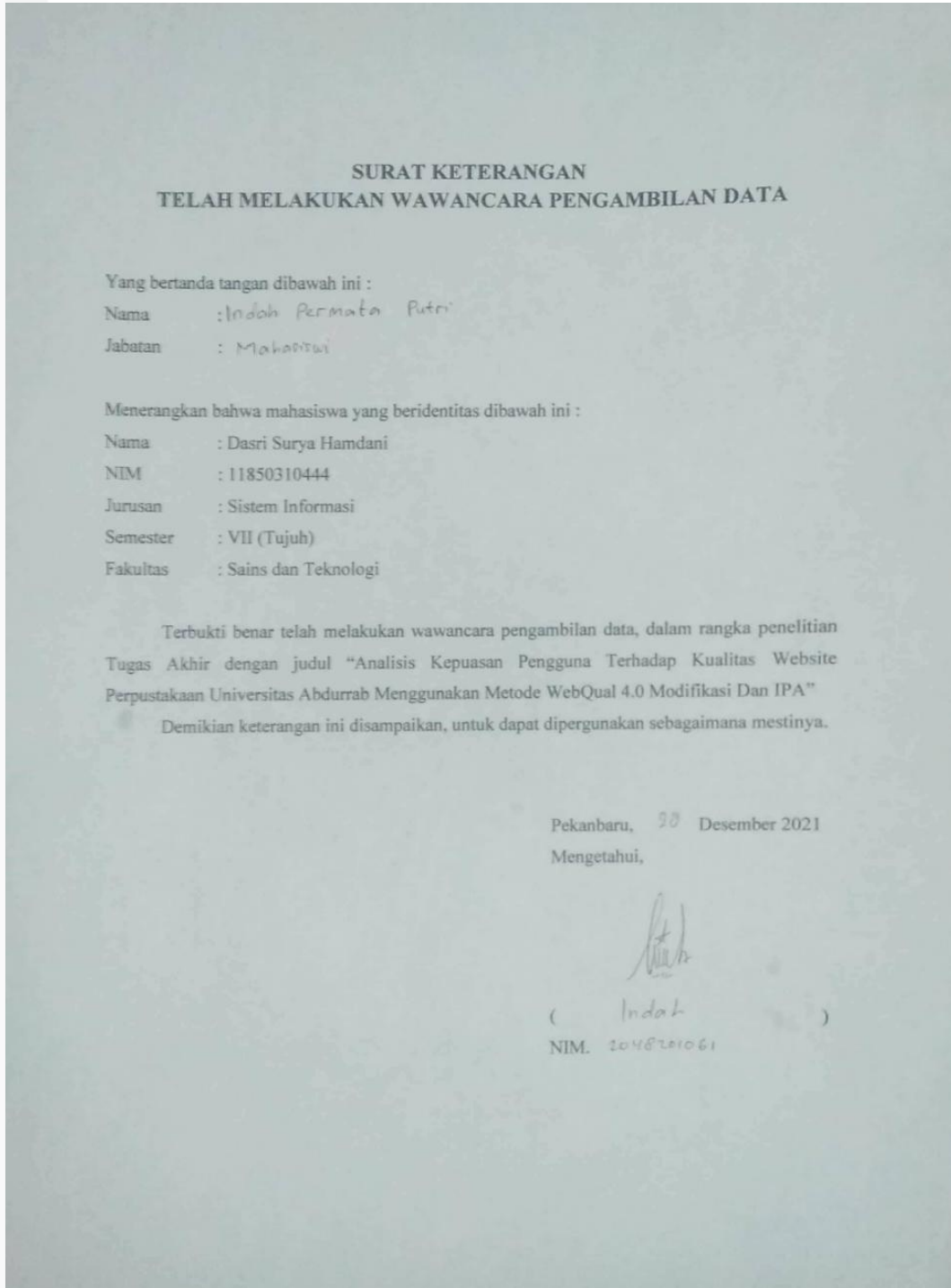
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Gambar A.4. Wawancara Dengan Bagian Pangkalan Data

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Gambar A.5. Wawancara Dengan mahasiswi



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 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
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B.1 Surat Keterangan Izin Penelitian



KEMENTERIAN AGAMA REPUBLIK INDONESIA
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FAKULTAS SAINS DAN TEKNOLOGI
كلية العلوم و التكنولوجيا
FACULTY OF SCIENCES AND TECHNOLOGY

Jl. HR. Soebrantas KM. 15 No. 155 Tuahmadani Tampan - Pekanbaru 28129 Po. Box. 1004 Telp. (0761) 589026 - 589027
 Fax. (0761) 589 025 Web. www.uin-suska.ac.id E-mail : faste@uin-suska.ac.id

UIN SUSKA RIAU

Nomor : B. 9823 /F.V/PP.00.9/ 10/2021 Pekanbaru, 26 Oktober 2021
 Sifat : Penting
 Hal : Mohon Izin Penelitian dan Pengambilan Data Tugas Akhir/Skripsi

Kepada Yth.
 Pimpinan Universitas Abdurrah
 Jl. Riau Ujung No. 73, Tampan, Air Hitam, Payung Sekaki, Air Hitam, Kec. Payung Sekaki, Kota Pekanbaru, Riau 28291

Assalamu'alaikum Wr. Wb.
 Dengan hormat, sehubungan telah dimulainya mata kuliah Tugas Akhir pada Program Studi Sistem Informasi Fakultas Sains dan Teknologi UIN Suska Riau, Kami bermaksud mengirimkan mahasiswa :


| | |
|---------------------|--|
| Nama | : Dasri Surya Hamdani |
| NIM | : 11850310444 |
| Fakultas | : Sains dan Teknologi |
| Program Studi / Smt | : Sistem Informasi VII (Tujuh) |
| No. HP / E-mail | : 081932801193 /11850310444@students.uin-suska.ac.id |

untuk pengambilan data yang sangat dibutuhkan dalam Tugas Akhir mahasiswa tersebut yang berjudul ” **Analisa kepuasan pengguna terhadap kualitas website perpustakaan universitas abdurrab menggunakan metode webqual 4.0 dan IPA**”.

Kami mohon kiranya Bapak berkenan memberikan izin dan fasilitas demi kelancaran Tugas Akhir mahasiswa yang bersangkutan.

Demikian surat ini Kami sampaikan, atas perkenan dan kerjasama Bapak kami ucapkan terima kasih.

Wassalam
 Dekan,



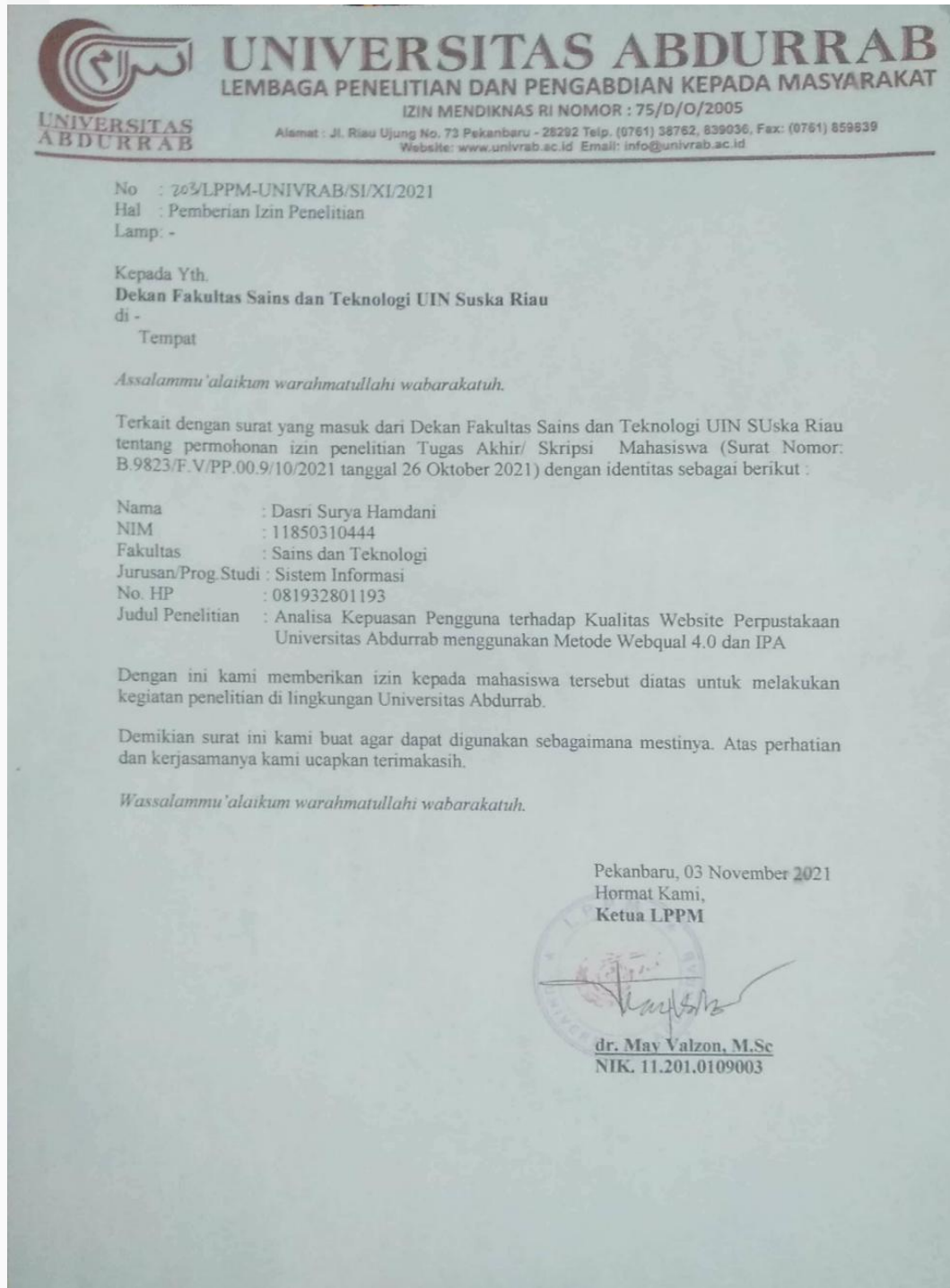
Dr. Hartono., M.Pd.
 NIP. 19640301 199203 1 003

UIN SUSKA RIAU

Tembusan:
 Yth. Rektor UIN Suska Riau.

Gambar B.1. Surat Keterangan Izin Penelitian Dari Fakultas Sains dan Teknologi

- Hak Cipta Diindungi Undang-Undang
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 2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.



Gambar B.2. Surat Keterangan Izin Penelitian Dari Universitas Abdurrah



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C.1 Tahap Pendaftaran

9/17/22, 10:15 AM

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - [jutif] Submission Acknowledgement



DASRI SURYA HAMDANI <11850310444@students.uin-suska.ac.id>

[jutif] Submission Acknowledgement

JUTIF UNSOED <jutif.ft@unsoed.ac.id>

5 Juli 2022 22.00

Kepada: Dasri Surya Hamdani <11850310444@students.uin-suska.ac.id>

Dasri Surya Hamdani:

Thank you for submitting the manuscript, "THE EFFECT OF ABDURRAB UNIVERSITY LIBRARY WEBSITE QUALITY ON USER SATISFACTION USING MULTIPLE LINEAR REGRESSION AND IMPORTANCE PERFORMANCE ANALYSIS: PENGARUH KUALITAS SITUS WEB PERPUSTAKAAN UNIVERSITAS ABDURRAB TERHADAP KEPUASAN PENGGUNA MENGGUNAKAN REGRESI LINIER BERGANDA DAN IMPORTANCE PERFORMANCE ANALYSIS " to Jurnal Teknik Informatika (Jutif). With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

Submission URL: <http://jutif.ft.unsoed.ac.id/index.php/jurnal/authorDashboard/submission/454>
Username: dasrisuryahamdani22

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JUTIF UNSOED

Jurnal Teknik Informatika (Jutif)

<https://mail.google.com/mail/u/1/?ik=3e69c9fdec&view=pt&search=all&permmsgid=msg-f%3A1737525301101928354&simpl=msg-f%3A17375253011...> 1/1

C.2 Tahap Revisi



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9/17/22, 10:14 AM

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - [jutif] Editor Decision



DASRI SURYA HAMDANI <11850310444@students.uin-suska.ac.id>

[jutif] Editor Decision

1 pesan

Arief Kelik <jutif.ft@unsoed.ac.id>

13 Juli 2022 17.34

Kepada: Dasri Surya Hamdani <11850310444@students.uin-suska.ac.id>, Muhammad Jazman <jazman@uin-suska.ac.id>, Muhammad Luthfi Hamzah <muhhammad.luthfi@uin-suska.ac.id>, Anofrizen Anofrizen <anofrizen@uin-suska.ac.id>

Dasri Surya Hamdani, Muhammad Jazman, Muhammad Luthfi Hamzah, Anofrizen Anofrizen:

We have reached a decision regarding your submission to Jurnal Teknik Informatika (Jutif), "THE EFFECT OF ABDURRAB UNIVERSITY LIBRARY WEBSITE QUALITY ON USER SATISFACTION USING MULTIPLE LINEAR REGRESSION AND IMPORTANCE PERFORMANCE ANALYSIS: PENGARUH KUALITAS SITUS WEB PERPUSTAKAAN UNIVERSITAS ABDURRAB TERHADAP KEPUASAN PENGGUNA MENGGUNAKAN REGRESI LINIER BERGANDA DAN IMPORTANCE PERFORMANCE ANALYSIS".

Our decision is: Revisions Required

In addition, several things to consider from the editor's side are as follows :

1. Please **FOLLOW JUTIF's** template. You can download it at <http://jutif.if.unsoed.ac.id/index.php/jurnal/about/submissions> after that, you can copy your paper into template.
2. Please use table and figure format according to JUTIF's Template. The resolution of figures must be clear, can be seen and **more than 300 dpi**. You can make it bigger into 1 column if necessary.
3. Every figure and table **MUST BE** cited and must be explained in paragraph, ex : "Research method can be seen in Figure 1", "Table 1 showed XYZ."
4. Section "Discussion" is **MANDATORY**. If your article did not contain Discussion, please add it.
5. **MINIMUM** references in JUTIF is 15 primary references (Journal/Conference) from 5 years latest. Please add reference if necessary. In JUTIF, Reference using IEEE format. Please adjust in your reference.
6. Please Correct the manuscript **according to the review** from the reviewer or editor. Comments from reviewers that need to be corrected for the manuscript has been moved at the bottom. Reviewers also give a file that need to be corrected. Please login into Online Journal Systems (OJS) Jurnal Teknik Informatika and download that file.
7. Please give mark the revised results on the revised manuscript sent with **YELLOW HIGHLIGHTS** to the corrected sentence or sentences added of revision fulfillment from the Reviewer.
8. Revisions can be sent via the "File upload" in the "revision" section of the JUTIF's OJS with **maximum 3 weeks** after this email is sent. Please when upload the Revised File, do not overwrite the previous revised file.

Thank You.

Arief Kelik
Informatics, Universitas Jenderal Soedirman
arief.nugroho@unsoed.ac.id

Reviewer A:

Recommendation: Revisions Required

Title

Kualitas apa yang diukur, perlu lebih spesifik. Kualitas UI/UX? Kualitas kinerja/performance? dsb
Pada halaman 3 kolom 1 paragraf 1 disebutkan untuk mengukur accessibility.

Abstract

<https://mail.google.com/mail/u/1/?ik=3e69c9fdec&view=pt&search=all&permthid=thread-f%3A1738233329137848910&siml=msg-f%3A17382333291...> 1/4

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9/17/22, 10:14 AM

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - [jutif] Editor Decision

"Kualitas situs web perpustakaan Universitas Abdurrah berdasarkan analisis regresi linier berganda secara parsial variabel Usability Quality dan The Quality of Reliability berpengaruh terhadap kepuasan pengguna. secara simultan variabel WebQual 4.0 modifikasi berpengaruh terhadap kepuasan pengguna." apakah ini merupakan 1 kalimat?

Introduction

"The Abdurrah University library website has helped users and librarians at Abdurrah University to get detailed and accurate information, so it can be said that the use of the Abdurrah University library website is very important for its users. " Apakah hal ini bersumber dari preliminary research?

"Furthermore, the researcher compares the positions or rankings of the library websites at private universities in pekanbaru city. When compared to similar library websites at other private colleges in pekanbaru city. " kalimat belum selesai? "

Referensi [12] kapan diakses?

"Therefore, researchers are interested in conducting a combination of multiple linear regression analysis and Importance Performance Analysis (IPA) and comparing the results of the two data analyses using webqual 4.0 Mods to be able to determine the effect of the quality of the Abdurrah University library website on user satisfaction, based on the perception of end users of the website. " WebQual karena nama perlu ditulis kapital, serta perlu dijelaskan terlebih dahulu apabila akan menggunakan WebQual 4.0 Modification. Mohon tidak langsung menuliskan Webqual 4.0 Mods.

Method, Result, and Discussion

Tabel pada halaman 10 11 perlu diperbaiki. (dirapikan)

Conclusion

"Whereas simultaneously all webqual 4.0 variable modifications affect user satisfaction, based on significance values and calculated values and table values. " Sepertinya masih berhubungan dengan kalimat sebelumnya dan bukan ganti topik sehingga belum perlu ganti paragraf.

typo: variatle

acknowledge: "Thank you researchers " perlu diperbaiki

References

Sudah lebih dari 15 dengan 80% berasal dari Jurnal 5 tahun terakhir.

Overall Comment

Perlu konsisten cara penulisan WebQual yang digunakan di artikel ini dari awal hingga akhir. Karena merupakan nama sebaiknya ditulis persis dan konsisten. Setidaknya ada beberapa versi penulisan webqual di artikel ini.

Reviewer B:
Recommendation: Revisions Required

Title

The title is good, because it indicatively contains information about the object of research, methods and research objectives.

Abstract

<https://mail.google.com/mail/u/1/?ik=3e69c9fdec&view=pt&search=all&permthid=thread-f%3A1738233329137848910&simpl=msg-f%3A17382333291...> 2/4

9/17/22, 10:14 AM

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - [jutif] Editor Decision

Abstract is quite good, because it accommodates a summary of the background, summary of methods, summary of results and summary of conclusions.
Suggestion: Abstract should not be more than 250 words
the conclusion summary sentence (classified as good) is not the same result as what is presented in the Conclusion Section (relatively unmet), please adjust

Introduction

The background is good, because it presents problems or the importance of research and is strengthened by a sufficient number of references.

Method, Result, and Discussion

The method is quite good, it needs to be made more concise and a research flow flowchart is made
The results and discussion are quite good because they present data from research results and in-depth discussions, need to be adapted to the writing format, each picture/table presented must be associated with an explanation.
The writing structure must be adapted to the research flow made in the methods section

Conclusion

The conclusion is quite good, because it concludes the things presented and discussed in the Results and Discussion section.
Need to synchronize between Abstract, Results and Discussion with the Conclusion Section.
Sentence in conclusion: can be interpreted to mean that user satisfaction with the quality of the Abdurrah University library website is relatively unmet.
Meanwhile, the Abstract and the Results and Discussion section stated that it was classified as good, please adjust

References

The bibliography is good, because the number of citations is 15 or more with 80% coming from the journals of the last 5 years.
Suggestion: Bibliography should be written in IEEE style.
Citation number 12. please fix it

Overall Comment

In general, the article is good, it is necessary to make revisions according to suggestions

Reviewer C:

Recommendation: Revisions Required

Title

Sudah baik, mengandung informasi tentang objek penelitian, metode dan tujuan penelitian.

Abstract

Sudah baik, mengandung ringkasan latar belakang, ringkasan metode, ringkasan hasil dan ringkasan kesimpulan.

Introduction

Sudah baik, menyajikan permasalahan atau pentingnya penelitian dan rujukan yang cukup.

Method, Result, and Discussion

<https://mail.google.com/mail/u/1/?ik=3e69c9fdec&view=pt&search=all&permthid=thread-f%3A1738233329137848910&simpl=msg-f%3A17382333291...> 3/4

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 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
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9/17/22, 10:14 AM

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - [jutif] Editor Decision

- Penulisan sitasi sebaiknya disesuaikan dengan format template JUTIF dan konsistensi satu dengan yang lain.
- Sebaiknya disusun kembali tabel 9-10, 15-18 lebih rapi sehingga dapat terbaca.
- Pada bagian Hasil dan Pembahasan sebaiknya dapat dipersingkat pada bagian yang penting dan mendukung kesimpulan penelitian. Hasil penelitian tidak harus ditulis semua dalam paper.

Conclusion


Sudah baik menyimpulkan hal-hal yang disajikan dan dibahas di bagian Hasil dan Pembahasan

References

- cek kembali sebaiknya daftar pustaka ditulis dengan gaya IEEE.
- Jumlah sitasi sebaiknya 15 atau lebih dengan 80% berasal dari Jurnal 5 tahun terakhir. Dalam paper menggunakan 35 sitasi, sebaiknya menggunakan sitasi 5 tahun terakhir dan tercantum dalam tulisan
- disarankan untuk mengambil satu sitasi paper dari JUTIF

Overall Comment

Jurnal Teknik Informatika (Jutif)

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373K

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Gambar C.2. Tahap Revisi Dari Reviewer

C.3 Tahap Diterima



9/17/22, 10:17 AM

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - [jutif] Editor Decision



DASRI SURYA HAMDANI <11850310444@students.uin-suska.ac.id>

[jutif] Editor Decision

1 pesan

Arief Kelik <jutif.ft@unsoed.ac.id>

18 Juli 2022 20.18

Kepada: Dasri Surya Hamdani <11850310444@students.uin-suska.ac.id>, Muhammad Jazman <jazman@uin-suska.ac.id>, Muhammad Luthfi Hamzah <muhhammad.luthfi@uin-suska.ac.id>, Anofrizen Anofrizen <anofrizen@uin-suska.ac.id>

Dear Dr/Mr/Ms. Dasri Surya Hamdani, Muhammad Jazman, Muhammad Luthfi Hamzah, Anofrizen Anofrizen,

We are glad to inform you that your submission with the title "THE EFFECT OF ABDURRAB UNIVERSITY LIBRARY WEBSITE QUALITY ON USER SATISFACTION USING MULTIPLE LINEAR REGRESSION AND IMPORTANCE PERFORMANCE ANALYSIS: PENGARUH KUALITAS SITUS WEB PERPUSTAKAAN UNIVERSITAS ABDURRAB TERHADAP KEPUASAN PENGGUNA MENGGUNAKAN REGRESI LINIER BERGANDA DAN IMPORTANCE PERFORMANCE ANALYSIS " **HAS BEEN ACCEPTED** for publication in Jurnal Teknik Informatika (Jutif).

Regarding to the accepted paper, we will send a Letter of Acceptance (LoA) and will publish your paper after the authors paid the publication fee. The amount of publication fee is : **Rp 500.000,00 for normal** (will be published ordered by slot) or **Rp 750.000 for fasttrack** (will be published in the nearest available edition). For available slot and update, you can track in this page : <https://bit.ly/UpdateJutif>

Please transfer the publication fee to **Bank Muamalat account number 541-008-4813 (Lasmedi Afuan)**. After completing the payment, please confirm/send proof of transfer via Whatsapp/Telegram to 085640661444. For further information/questions, please contact 085640661444.

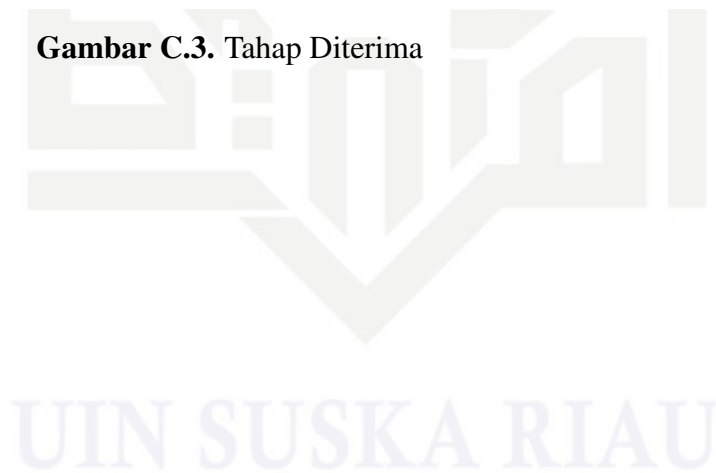
Thank you for the contribution you have made.

We encourage you to submit your other research results to Jurnal Teknik Informatika (Jutif) in the future.

Thank you for your contribution.

Arief Kelik
Informatics, Universitas Jenderal Soedirman
arief.nugroho@unsoed.ac.id

Gambar C.3. Tahap Diterima



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C.4 Tahap Editing



9/17/22, 10:20 AM

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - [jutif] Editor Decision



DASRI SURYA HAMDANI <11850310444@students.uin-suska.ac.id>

[jutif] Editor Decision

1 pesan

Yogiek Indra Kurniawan <jutif.ft@unsoed.ac.id> 25 Juli 2022 16:21
Kepada: Dasri Surya Hamdani <11850310444@students.uin-suska.ac.id>, Muhammad Jazman <jazman@uin-suska.ac.id>, Muhammad Luthfi Hamzah <muhhammad.luthfi@uin-suska.ac.id>, Anofrizen Anofrizen <anofrizen@uin-suska.ac.id>

Dasri Surya Hamdani, Muhammad Jazman, Muhammad Luthfi Hamzah, Anofrizen Anofrizen:

The editing of your submission, "THE EFFECT OF ABDURRAB UNIVERSITY LIBRARY WEBSITE QUALITY ON USER SATISFACTION USING MULTIPLE LINEAR REGRESSION AND IMPORTANCE PERFORMANCE ANALYSIS: PENGARUH KUALITAS SITUS WEB PERPUSTAKAAN UNIVERSITAS ABDURRAB TERHADAP KEPUASAN PENGGUNA MENGGUNAKAN REGRESI LINIER BERGANDA DAN IMPORTANCE PERFORMANCE ANALYSIS," is complete. We are now sending it to production.

Submission URL: <http://jutif.ft.unsoed.ac.id/index.php/jurnal/authorDashboard/submission/454>

Yogiek Indra Kurniawan
Informatics, Universitas Jenderal Soedirman
Phone 085640661444
yogiek@unsoed.ac.id

Jurnal Teknik Informatika (Jutif)

<https://mail.google.com/mail/u/1/?ik=3e69c9fdec&view=pt&search=all&permthid=thread-f%3A1739315863706588055&siml=msg-f%3A1739315863706588055> 1/1

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1 pesan

Gendis Ariesta Pragitaputri <jutif.ft@unsoed.ac.id>

26 Juli 2022 17.36

Balas Ke: JUTIF UNSOED <jutif.ft@unsoed.ac.id>

Kepada: Dasri Surya Hamdani <11850310444@students.uin-suska.ac.id>

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Link: <http://jutif.ft.unsoed.ac.id/index.php/jurnal/authorDashboard/submission/454>

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<https://mail.google.com/mail/u/1/?ik=3e69c9fdec&view=pt&search=all&permthid=thread-f%3A1739411213257969903&simpl=msg-f%3A1739411213257969903> 1/1





Gambar C.5. Tahap Produksi

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LAMPIRAN D

DOKUMENTASI WEBSITE

D.1 Perbandingan *Ranking Website* Perpustakaan Pada Universitas Swasta Di Pekanbaru

| | |
|---|---|
| <p>Website: pustaka.univrab.ac.id</p> <p>Ranking Global (World): 773,281 +227,883</p> <p>Reach Ranking: 742,894</p> <p>Average visitors from Country:  Indonesia</p> <p>Country Rank from Indonesia: 12,566</p> <p>Average Unique Visitors/day (in the last 3 months): 814 visitors</p> <p><small>(Notes : Estimate of total unique visitors per day on average are taken from the last 3 months)</small></p> <hr/> <p>Last Updated: 02 January 2022 / 00:52:48 - WIB UTC+7 hours <small>(Notes : The reports will be updated again after 24 hours...)</small></p> | <p>Website: library.wir.ac.id</p> <p>Ranking Global (World): 129,757 +28,702</p> <p>Reach Ranking: 134,535</p> <p>Average visitors from Country:  Indonesia</p> <p>Country Rank from Indonesia: 1,717</p> <p>Average Unique Visitors/day (in the last 3 months): 3,278 visitors</p> <p><small>(Notes : Estimate of total unique visitors per day on average are taken from the last 3 months)</small></p> <hr/> <p>Last Updated: 02 January 2022 / 01:03:13 - WIB UTC+7 hours <small>(Notes : The reports will be updated again after 24 hours...)</small></p> |
| <p>Website: lib.umri.ac.id</p> <p>Ranking Global (World): 181,160 -13,696</p> <p>Reach Ranking: 189,391</p> <p>Average visitors from Country:  Indonesia</p> <p>Country Rank from Indonesia: 3,067</p> <p>Average Unique Visitors/day (in the last 3 months): 2,420 visitors</p> <p><small>(Notes : Estimate of total unique visitors per day on average are taken from the last 3 months)</small></p> <hr/> <p>Last Updated: 02 January 2022 / 01:14:22 - WIB UTC+7 hours <small>(Notes : The reports will be updated again after 24 hours...)</small></p> | <p>Website: pustaka.unilak.ac.id</p> <p>Ranking Global (World): 325,838 -115,744</p> <p>Reach Ranking: 332,731</p> <p>Average visitors from Country:  Indonesia</p> <p>Country Rank from Indonesia: 6,062</p> <p>Average Unique Visitors/day (in the last 3 months): 1,478 visitors</p> <p><small>(Notes : Estimate of total unique visitors per day on average are taken from the last 3 months)</small></p> <hr/> <p>Last Updated: 02 January 2022 / 01:19:28 - WIB UTC+7 hours <small>(Notes : The reports will be updated again after 24 hours...)</small></p> |

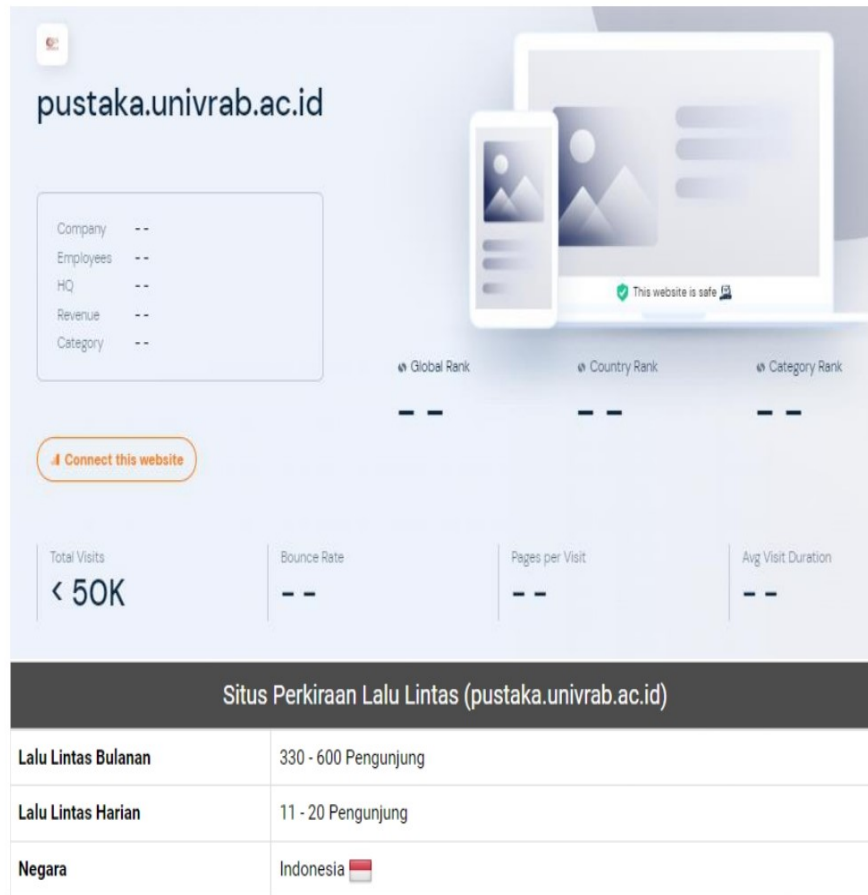
Gambar D.1. Perbandingan *Ranking Website* Perpustakaan (Sumber: *Alexa.com*)

D.2 Traffic Website Perpustakaan Universitas Abdurrab



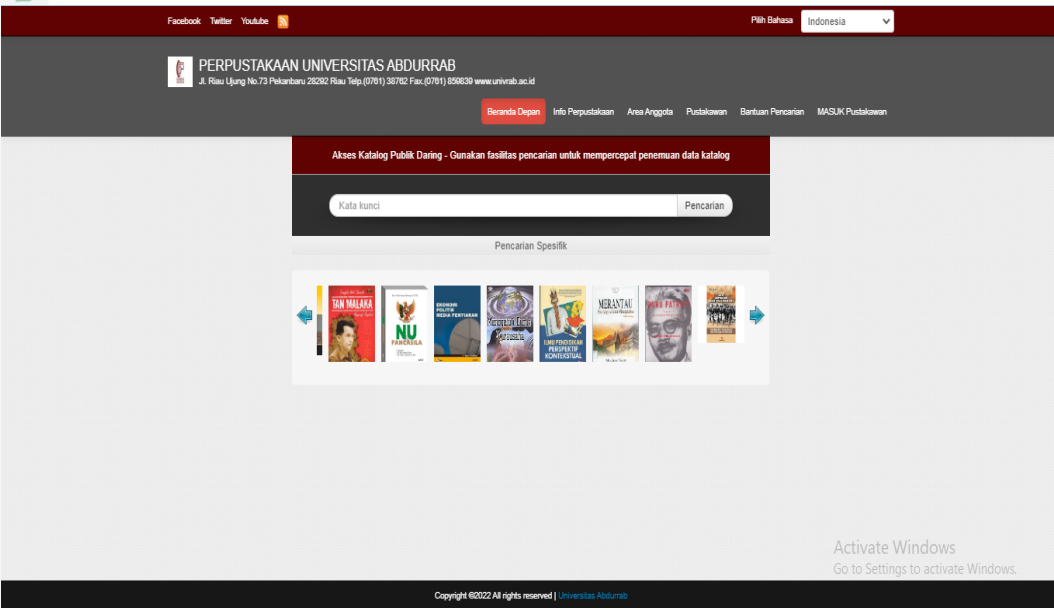
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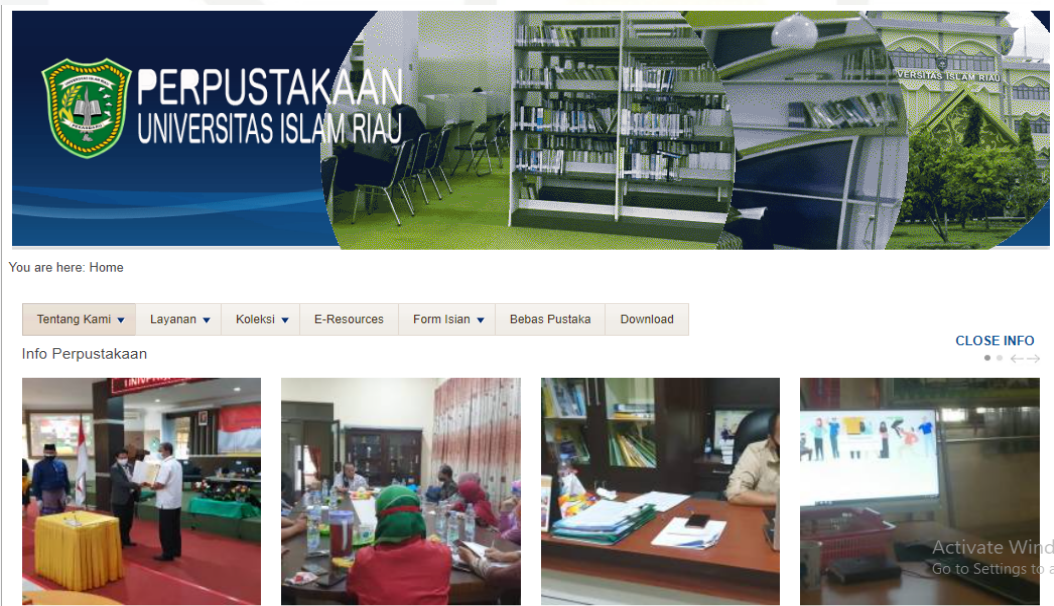


Gambar D.2. Traffic Website Perpustakaan Universitas Abdurrab (Sumber: *Similarweb.com* dan *Websiteseochecker.com*)

D.3 Perbandingan *Interface Website Perpustakaan Pada Universitas Swasta Di Pekanbaru*



Gambar D.3. *Pustaka.univrab.ac.id*

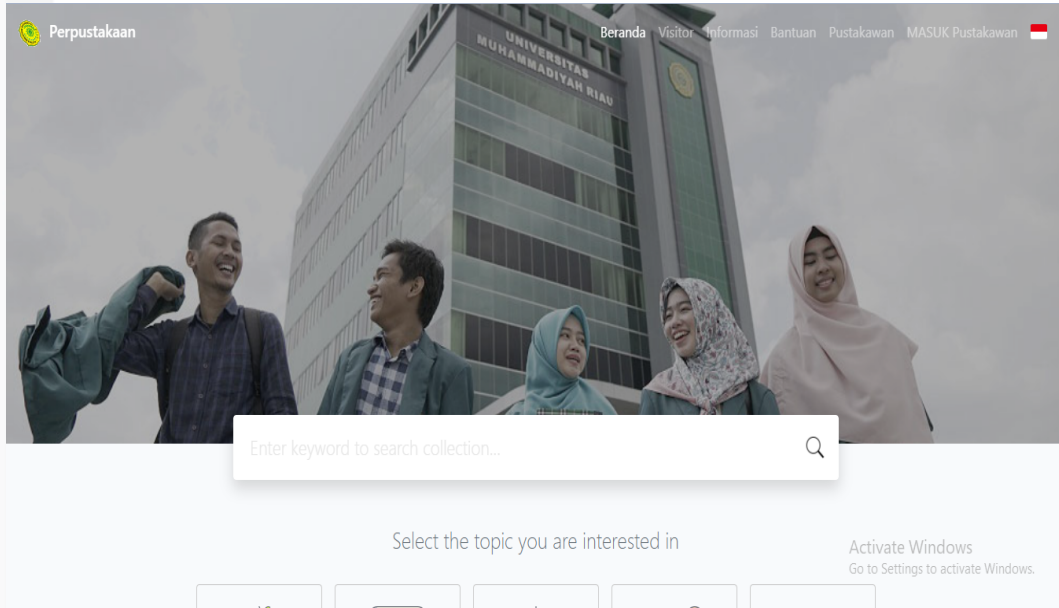


Gambar D.4. *Library.uir.ac.id*

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Gambar D.5. *Lib.umri.ac.id*



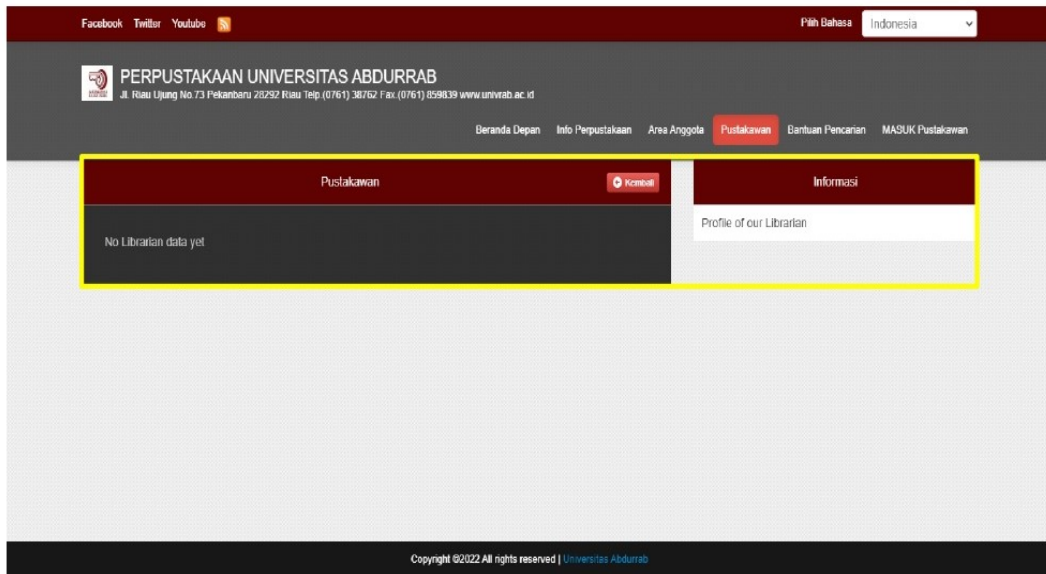
Gambar D.6. *Pustaka.unilak.ac.id*

D.4 Permasalahan Pada Website Perpustakaan Universitas Abdurrab

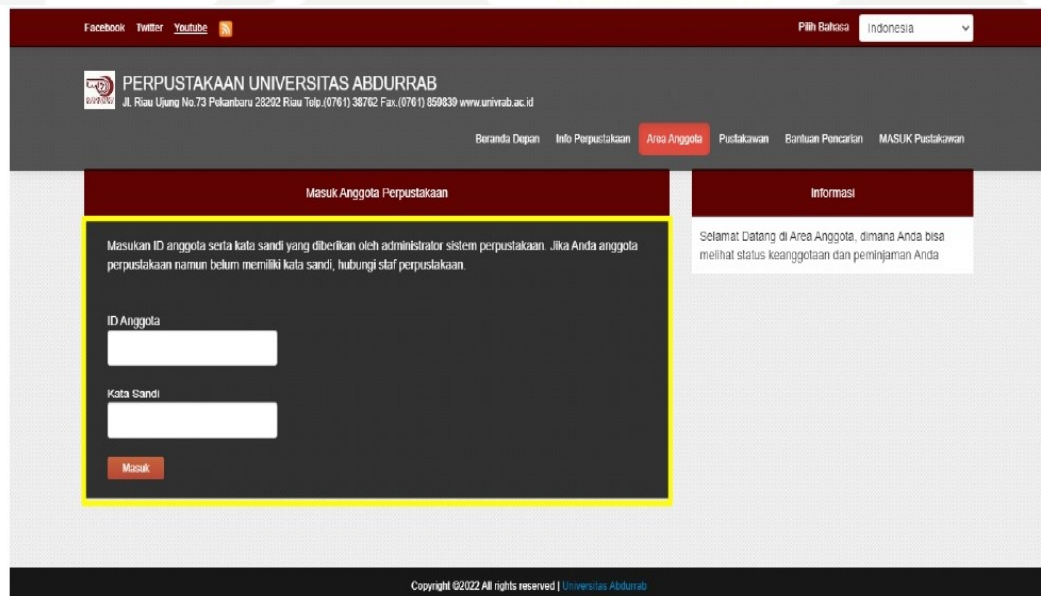


Hak Cipta Diindungi Undang-Undang

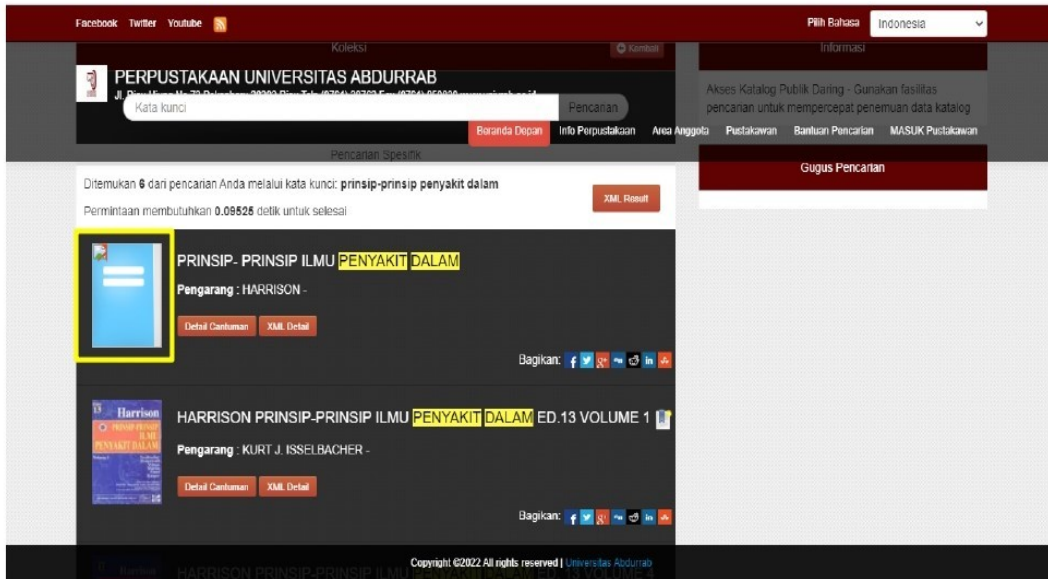
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Gambar D.7. Data Pustakawan Tidak Berhasil Ditampilkan

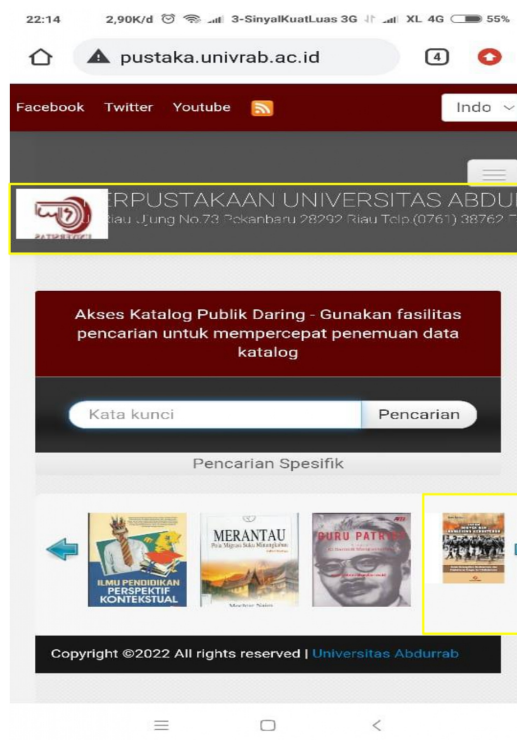


Gambar D.8. Menu *Login* Anggota Belum Bisa Diakses



Gambar D.9. Sampul Buku Tidak Berhasil Ditampilkan

iau



Gambar D.10. Tampilan *Website* Tidak Optimal Jika Diakses Menggunakan *Smartphone*

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LAMPIRAN E

KUESIONER PENELITIAN

Assalamu'alaikum Warahmatullahi Wabarakatuh

Perkenalkan nama saya Dasri Surya Hamdani, mahasiswa Prodi Sistem Informasi, Fakultas Sains dan Teknologi, UIN Suska Riau. Saya sedang melakukan penelitian untuk Tugas Akhir saya, yang berjudul "*THE EFFECT OF ABDURRAB UNIVERSITY LIBRARY WEBSITE QUALITY ON USER SATISFACTION USING MULTIPLE LINEAR REGRESSION AND IMPORTANCE PERFORMANCE ANALYSIS*". Penelitian ini dilakukan guna memenuhi syarat dalam mencapai gelar Sarjana Strata Satu (S1).

Adapun kriteria responden dalam penelitian ini, yaitu :

1. Mahasiswa/mahasiswi yang memiliki keanggotaan aktif di perpustakaan universitas abdurrah
2. Pengguna *website pustaka.univrab.ac.id*

Data yang anda berikan selama pengisian kuesioner ini akan dijaga kerahasiaannya dan hanya digunakan untuk kepentingan penelitian saja. Besar harapan saya untuk ketersediaan waktu Saudara/i untuk memberikan pendapat mengenai website tersebut dengan mengisi pertanyaan yang disediakan dalam kuesioner ini.

Wassalamu'alaikum Warahmatullahi Wabarakatuh

Hormat Saya,

Dasri Surya Hamdani

UIN SUSKA RIAU



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Petunjuk Pengisian Kuesioner

Saudara/i yang saya hormati, sebelum melakukan pengisian kuesioner ini disarankan untuk mengakses *website* perpustakaan Universitas Abdurrab pada alamat berikut :

https://pustaka.univrab.ac.id

Setelah mengakses *website* tersebut kembali kepada form kuesioner, kemudian berilah skor pada setiap pertanyaan yang paling sesuai menurut Saudara/i.

Pada kuesioner penelitian ini, setiap pertanyaan memiliki 2 pilihan respon yaitu respon terhadap Harapan dan Kinerja serta 4 skala jawaban. Berikut merupakan keterangan skor yang terdapat pada kuesioner:

Harapan:

1. Sangat Tidak Penting (STPT)
2. Tidak Penting (TPT)
3. Penting (PT)
4. Sangat Penting (SPT)

Kinerja:

1. Sangat Tidak Puas (STPS)
2. Tidak Puas (TPS)
3. Puas (PS)
4. Sangat Puas (SPS)

Identitas atau atribut responden dalam penelitian ini yang wajib diisi meliputi:

1. Email:
2. Nama:
3. Nim:
4. Umur:
5. Jenis Kelamin:
6. Jurusan:
7. Fakultas:
8. Domisili Tempat Tinggal:

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Tabel E.1: Kuesioner Variabel WebQual 4.0 Modifikasi

| Kode | Item Kuesioner | Harapan | | | | | | Kinerja | | | | | | |
|---------------------------------|--|---------|-----|----|-----|------|-----|---------|-----|------|-----|----|-----|--|
| | | STPT | TPT | PT | SPT | STPS | TPS | PS | SPS | STPS | TPS | PS | SPS | |
| Usability Quality (X1) | | | | | | | | | | | | | | |
| X1.1 | Website mudah dioperasikan dan dipelajari oleh penggunaanya | | | | | | | | | | | | | |
| X1.2 | Interaksi dengan <i>website</i> jelas dan dapat dimengerti | | | | | | | | | | | | | |
| X1.3 | <i>Website</i> memiliki navigasi yang jelas | | | | | | | | | | | | | |
| X1.4 | <i>Website</i> mudah untuk digunakan | | | | | | | | | | | | | |
| X1.5 | <i>Website</i> memiliki tampilan yang atraktif/menarik | | | | | | | | | | | | | |
| X1.6 | Desain <i>website</i> sesuai dengan jenis <i>website</i> perustakaan | | | | | | | | | | | | | |
| X1.7 | <i>Website</i> mengandung kompetensi/daya saing dengan <i>website</i> sejenis | | | | | | | | | | | | | |
| X1.8 | <i>Website</i> menciptakan pengalaman positif bagi pengguna | | | | | | | | | | | | | |
| Information Quality (X2) | | | | | | | | | | | | | | |
| X2.1 | <i>Website</i> menyediakan informasi yang sesuai dan akurat | | | | | | | | | | | | | |
| X2.2 | <i>Website</i> menyediakan informasi yang dapat dipercaya | | | | | | | | | | | | | |
| X2.3 | <i>Website</i> menyediakan informasi yang tepat waktu (<i>up to date</i>) | | | | | | | | | | | | | |
| X2.4 | <i>Website</i> menyediakan informasi yang relevan (sesuai dengan kegunaan <i>website</i> tersebut) | | | | | | | | | | | | | |
| X2.5 | <i>Website</i> menyediakan informasi yang mudah dimengerti | | | | | | | | | | | | | |
| X2.6 | <i>Website</i> menyajikan informasi yang detail | | | | | | | | | | | | | |

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| Kode | Item Kuesioner | Kinerja | | | | | | | | | | | | | | | | | | | | |
|------|---|---------|-----|----|-----|------|-----|----|----|-----|--|--|--|--|--|--|--|--|--|--|--|--|
| | | STPT | TPT | PT | SPT | STPS | TPS | PS | PS | SPS | | | | | | | | | | | | |
| X4.5 | Website memiliki struktur dan tata letak menu yang konsisten | | | | | | | | | | | | | | | | | | | | | |
| X4.6 | Website menyediakan tautan yang berfungsi dengan baik | | | | | | | | | | | | | | | | | | | | | |
| | <i>The Quality of Reliability (X5)</i> | | | | | | | | | | | | | | | | | | | | | |
| X5.1 | Website tersebut dapat diakses setiap waktu | | | | | | | | | | | | | | | | | | | | | |
| X5.2 | Saya tidak menunggu lama ketika membuka/masuk ke website tersebut | | | | | | | | | | | | | | | | | | | | | |
| X5.3 | Website selalu muncul jika alamatnya <i>pustaka.univrab.ac.id</i> | | | | | | | | | | | | | | | | | | | | | |
| X5.4 | Website berjalan dengan baik menggunakan default browser komputer/leptop/gadget | | | | | | | | | | | | | | | | | | | | | |
| | <i>Overall Impression (Y1)</i> | | | | | | | | | | | | | | | | | | | | | |
| Y1.1 | Saya akan merekomendasikan website kepada teman yang membutuhkan layanan perpustakaan | | | | | | | | | | | | | | | | | | | | | |

LAMPIRAN F

TABULASI DATA JAWABAN RESPONDEN

F.1 Tingkat Harapan

| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X2.1 | X2.2 |
|------|------|------|------|------|------|------|------|------|------|
| 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 3 | 4 | 2 | 3 | 3 | 3 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 |
| 4 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 |
| 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 3 | 4 | 3 | 3 | 3 | 4 | 2 | 2 | 3 | 3 |
| 3 | 3 | 1 | 2 | 3 | 3 | 4 | 2 | 2 | 2 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 4 | 4 | 3 | 3 | 4 | 4 | 2 | 3 | 3 |
| 4 | 3 | 3 | 4 | 2 | 4 | 3 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 2 | 3 | 4 | 4 | 3 | 4 |
| 4 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 3 |
| 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 3 | 4 | 3 | 2 | 3 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

Hak Cipta Diindungi Undang-Undang

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2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

| X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 |
|------|------|------|------|------|------|------|------|------|------|
| 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 4 |
| 4 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 2 | 2 |
| 2 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 1 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 3 | 3 | 3 | 4 | 2 | 3 | 3 |
| 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 4 | 3 | 3 | 4 | 4 | 3 | 4 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 4 | 3 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
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2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

| X5.3 | X5.4 | Y1.1 |
|------|------|------|
| 4 | 4 | 4 |
| 4 | 4 | 4 |
| 4 | 4 | 4 |
| 4 | 4 | 4 |
| 4 | 4 | 4 |
| 4 | 4 | 4 |
| 4 | 4 | 4 |
| 4 | 4 | 4 |
| 4 | 4 | 4 |
| 4 | 4 | 4 |
| 4 | 4 | 4 |

F.2 Tingkat Kinerja

| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X2.1 | X2.2 |
|------|------|------|------|------|------|------|------|------|------|
| 3 | 4 | 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 |
| 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 3 | 3 | 4 | 3 | 4 | 3 | 3 |
| 3 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 4 | 2 | 2 | 2 | 2 | 2 | 3 | 3 | 4 | 4 |
| 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 3 |
| 2 | 3 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 |
| 2 | 2 | 2 | 3 | 2 | 2 | 3 | 3 | 1 | 1 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 |
| 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |

Hak Cipta Diindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
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2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X2.1 | X2.2 |
|------|------|------|------|------|------|------|------|------|------|
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 3 |
| 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 3 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 3 | 4 |
| 4 | 4 | 3 | 4 | 2 | 4 | 4 | 3 | 4 | 4 |
| 3 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 4 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 |
| 3 | 3 | 3 | 4 | 2 | 3 | 4 | 4 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 4 | 3 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 4 |
| 4 | 4 | 4 | 4 | 2 | 4 | 3 | 4 | 3 | 4 |
| 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 |
| 3 | 3 | 3 | 4 | 2 | 4 | 3 | 4 | 3 | 4 |

Hak Cipta Diindungi Undang-Undang

1. Diarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
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2. Diarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

| X1.1 | X1.2 | X1.3 | X1.4 | X1.5 | X1.6 | X1.7 | X1.8 | X2.1 | X2.2 |
|------|------|------|------|------|------|------|------|------|------|
| 4 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 2 | 4 |
| 4 | 4 | 3 | 4 | 2 | 4 | 3 | 3 | 2 | 4 |
| 4 | 3 | 3 | 4 | 2 | 4 | 3 | 3 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 3 | 3 | 2 | 3 | 2 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 3 | 4 | 2 | 4 | 4 | 4 | 2 | 4 |
| 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 | 3 | 4 |

| X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 |
|------|------|------|------|------|------|------|------|------|------|
| 4 | 3 | 3 | 3 | 4 | 3 | 4 | 3 | 4 | 3 |
| 3 | 3 | 3 | 4 | 3 | 3 | 4 | 3 | 4 | 3 |
| 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 3 | 4 | 3 | 4 | 3 | 3 | 4 | 3 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 |
| 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 2 | 3 | 2 | 4 | 3 | 3 | 3 | 3 |
| 3 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 2 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 3 | 4 | 2 | 3 | 3 | 4 | 2 | 3 | 4 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 3 | 3 | 4 | 3 | 3 | 3 | 4 | 3 | 4 |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 |
| 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 |

Hak Cipta Diindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
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| X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 |
|------|------|------|------|------|------|------|------|------|------|
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 2 | 2 |
| 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 |
| 3 | 4 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 3 |
| 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 2 | 2 |
| 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 2 | 2 |
| 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |
| 2 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 2 | 2 |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 |
| 2 | 4 | 4 | 4 | 2 | 4 | 4 | 4 | 2 | 2 |
| 2 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 2 | 2 |
| 2 | 4 | 4 | 3 | 2 | 4 | 3 | 4 | 2 | 2 |
| 2 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 2 | 2 |
| 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 2 | 2 |
| 2 | 3 | 3 | 3 | 2 | 4 | 3 | 4 | 2 | 2 |

Hak Cipta Diindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
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| X2.3 | X2.4 | X2.5 | X2.6 | X2.7 | X3.1 | X3.2 | X3.3 | X3.4 | X3.5 |
|------|------|------|------|------|------|------|------|------|------|
| 3 | 4 | 4 | 3 | 3 | 4 | 4 | 4 | 3 | 3 |

| X3.6 | X3.7 | X4.1 | X4.2 | X4.3 | X4.4 | X4.5 | X4.6 | X5.1 | X5.2 |
|------|------|------|------|------|------|------|------|------|------|
| 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 3 |
| 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 | 4 | 4 |
| 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 | 3 |
| 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 3 | 3 |
| 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 2 | 2 | 2 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 3 | 1 | 3 | 3 | 4 | 4 | 4 | 2 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 3 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 4 |
| 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 |
| 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 |
| 3 | 4 | 4 | 3 | 4 | 3 | 4 | 3 | 3 | 4 |
| 3 | 3 | 3 | 3 | 4 | 3 | 4 | 2 | 3 | 3 |
| 3 | 3 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 |
| 3 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |

Hak Cipta Diindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
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| X3.6 | X3.7 | X4.1 | X4.2 | X4.3 | X4.4 | X4.5 | X4.6 | X5.1 | X5.2 |
|------|------|------|------|------|------|------|------|------|------|
| 4 | 4 | 3 | 4 | 4 | 2 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 2 | 3 | 2 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 2 | 3 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 3 |
| 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 4 | 4 | 3 | 4 | 3 | 4 | 2 | 4 | 4 |
| 2 | 4 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 4 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 4 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 3 | 3 |
| 3 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 3 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 2 | 3 | 3 | 3 | 3 | 2 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 3 | 3 | 4 | 3 | 3 | 3 | 3 | 4 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |

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2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

| X3.6 | X3.7 | X4.1 | X4.2 | X4.3 | X4.4 | X4.5 | X4.6 | X5.1 | X5.2 |
|------|------|------|------|------|------|------|------|------|------|
| 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 |
| 2 | 4 | 3 | 4 | 4 | 4 | 3 | 4 | 4 | 4 |
| 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 4 |
| 3 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 |
| 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 |
| 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 2 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 4 | 3 | 4 | 3 | 4 | 3 | 4 | 4 | 4 |
| 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 |
| 3 | 4 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 4 |
| 2 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 3 | 4 | 3 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 2 | 3 | 3 | 4 | 4 | 3 | 3 | 3 | 4 | 4 |
| 3 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 4 | 4 |
| 3 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 |
| 2 | 4 | 2 | 4 | 4 | 3 | 3 | 3 | 3 | 4 |
| 2 | 4 | 2 | 4 | 4 | 2 | 2 | 2 | 3 | 4 |
| 3 | 4 | 3 | 4 | 4 | 4 | 4 | 3 | 4 | 4 |
| 2 | 4 | 2 | 4 | 4 | 2 | 2 | 2 | 3 | 4 |
| 2 | 3 | 2 | 4 | 3 | 2 | 2 | 2 | 3 | 4 |
| 2 | 4 | 2 | 4 | 4 | 2 | 2 | 3 | 3 | 4 |
| 2 | 4 | 2 | 3 | 3 | 2 | 2 | 3 | 3 | 3 |
| 2 | 4 | 2 | 4 | 3 | 2 | 2 | 3 | 3 | 4 |
| 2 | 4 | 2 | 4 | 4 | 2 | 3 | 3 | 4 | 4 |
| 2 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 3 |
| 2 | 3 | 2 | 4 | 4 | 2 | 3 | 3 | 4 | 4 |
| 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 |

| X5.3 | X5.4 | Y1.1 |
|------|------|------|
| 4 | 3 | 4 |
| 3 | 3 | 3 |

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2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

| X5.3 | X5.4 | Y1.1 |
|------|------|------|
| 3 | 3 | 4 |
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2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

| X5.3 | X5.4 | Y1.1 |
|------|------|------|
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| 4 | 4 | 4 |

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2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

| X5.3 | X5.4 | Y1.1 |
|------|------|------|
| 4 | 4 | 4 |
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| 3 | 3 | 3 |
| 4 | 4 | 4 |
| 4 | 4 | 4 |



DAFTAR RIWAYAT HIDUP



Dasri surya hamdani lahir di Bangkinang, pada tanggal 21 Desember 1999 tepatnya hari selasa yang merupakan anak terakhir dari Bapak Mansur dan Ibu Nelda dari 3 bersaudara. Masa kecilnya hidup di sebuah Desa yang bernama Teluk Latak yang berada di Kecamatan Bengkalis, Kabupaten Bengkalis, Riau. Pendidikan formal dimulai dari Sekolah Dasar Negeri (SDN) 21, Sekolah Menengah Pertama Negeri (SMPN) 7 dan Sekolah Menengah Atas Negeri (SMAN) 3 Bengkalis. Pada tahun 2018 melanjutkan studi pendidikan pada Perguruan Tinggi Negeri (PTN) di Pekanbaru tepatnya di Universitas Islam Negeri Sultan Syarif Kasim, Program Studi Sistem Informasi, Fakultas Sains dan Teknologi.

Pada masa perkuliahan Unit Kegiatan Mahasiswa (UKM) yang pernah di ikuti yaitu *Free Open Sources Developer* (FOSSDEV) dan Koperasi Mahasiswa (KOPMA). Kerja Praktek (KP) dilaksanakan pada Kantor Wilayah Kementerian Agama Provinsi Riau. Kuliah Kerja Nyata Dari Rumah (KKN-DR) dilakukan pada Kelurahan Sialang Munggu, Kecamatan Tuah Madani, Pekanbaru, Riau. Gelar Sarjana Komputer (S.Kom) di peroleh pada tahun 2022 setelah berhasil menyelesaikan penelitian Tugas Akhir (TA) yang berjudul *"THE EFFECT OF ABDURRAB UNIVERSITY LIBRARY WEBSITE QUALITY ON USER SATISFACTION USING MULTIPLE LINEAR REGRESSION AND IMPORTANCE PERFORMANCE ANALYSIS"*.

E-mail : dasrisuryahamdani22@gmail.com atau 11850310444@students.uin-suska.ac.id

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