

ABSTRACT

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MEASURING THE PERFORMANCE LEVEL OF THE E-PERDA WEBSITE AT THE MINISTRY OF HOME AFFAIRS USING THE PIECES METHOD

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(xii + 60 + appendix)

The development of information technology has encouraged government agencies, including the Ministry of Home Affairs, to provide more efficient and transparent digital services. One example of this is the E-Perda website, which serves as a means of information and management of regional regulations. However, initial observations show technical obstacles, such as suboptimal access speed and an interface that is not fully responsive, which could potentially reduce the user experience. This study aims to assess the performance and user satisfaction of the E-Perda website using the PIECES (Performance, Information, Economy, Control, Efficiency, Service) method. Data was obtained through Lighthouse technical testing and questionnaires administered to 48 respondents using purposive sampling. The results show that the technical performance of the website is still low, especially in terms of speed and accessibility, although it is considered good in terms of security. Meanwhile, user satisfaction is classified as “Satisfied” in terms of information, efficiency, and service, but only “Moderately Satisfied” in terms of economy and control. This study recommends the need for continuous technical improvements to make the E-Perda digital service more effective.

Bibliography (2020–2025)