BAB V

KESIMPULAN DAN SARAN

Dalam penelitian ini kami menemukan adanya korelasi antara pengaruh *usability* dan credibility terhadap satu sama lain. Hasilnya menunjukan bahwa situs web *e-government* yang memiliki nilai yang tinggi memiliki nilai *usability* yang tinggi maka akan memiliki kredibilitas yang lebih tinggi, begitu juga sebaliknya. Kami menemukan bahwa panduan *usability* yang memiliki dampak terhadap kredibilitas yaitu U2 "Match between system and the real world" dan U12 "Support users' skills". Disisi lain kami menemukan panduan kredibilitas yang memiliki pengaruh terhadap *usability* yaitu, "Expertise (C4), " Trustworthiness (C5), "Conten Update (C8)", "Promotional Content (C9)" dan "Privacy and security (C13)" .Temuan tersebut menunjukan bahwa pentingnya konsep *usability* dan kredibilitas, sehingga kami menyarankan bahwa kedua factor ini menjadi pertimbangan dalam mendesain web *e-government*.

Selain ditemukannya *usability* dan kredibilitas yang saling berkaitan, ditemukan pula bahwa rendahnya pengaruh *usability* dan kredibilitas pada *e-government* 1 dan 4 berdasarkan persepsi pengguna. Hal ini ditunjukan pula dengan rendah tingkat kinerja pengguna pada *e-government* 1 dan 4 yang mempunyai responden dengan mayoritas pendidikan rendah dan usia yang lebih tua. Sehingga diharapkan untuk mempertimbangkan desain *e-government* dengan melakukan riset kegunaan untuk pengguna berpendidikan rendah dan berusia tua.

Studi ini juga mengidentifikasi masalah-masalah dari *usability* dan kredibilitas. Secara umum kami menidentifikasi masalah *usability* yaitu "Tidak adanya pilihan ukuran huruf yang bisa diakses oleh pengguna" dan "Website tidak memiliki menu kritik dan saran untuk pengguna". Adapun masalah kredibilitas yang kami temukan yaitu "Adanya tampilan konten promosi pada area penting sehingga menggagu pengguna dalam mengakses website". Hal ini menunjukan bahwa belum adanya identifikasi masalah –masalah secara terperinci dalam mendesain situs web. Sehingga dapat mengakibatkan masalah bagi pengguna dalam menggunakan situs web *e-government*.

Penelitian lain yang kami temukan adanya pengaruh karakteristik pengguna dalam penggunaan situs web *e-government*. Kami menemukan bahwa pengguna yang memiliki pendidikan rendah, usia yang lebih tua dan jarang menggunakan internet mempunyai nilai kinerja yang buruk. Sehingga perlu diperhatikan karakteristik pengguna dalam pengembangan situs web *e-government*. Hal ini dikarenakan *e-government* merupakan layanan online pemerintah untuk masyarakat secara umum.

Studi ini memiliki beberapa keterbatasan. Pertama kami hanya menggunakan 40 peserta untuk menilai empat situs web *e-government*. Disini kami mengusulkan agar penelitian lebih lanjut menggunakan lebih banyak peserta sehingga dapat melakukan penilaian secara konferhensif. Selanjutnya dalam penelitian kedepan agar peserta diberikan pelatihan secara khusus sehingga dapat meningkatkan hasil evaluasi. Dan terakhir kami menemukan bahwa perbedaan individu seperti usia, pendidikan dan kebiasaan penggunaan internet

mempengaruhi kinerja pengguna secara keseluruhan sehingga kami menyarankan dalam penelitian kedepan untuk focus terhadap pengaruh karakteristik pengguna.

Dengan demikian, mungkin ada kebutuhan untuk menyelidiki efek perbedaan individu pada sikap dan persepsi pengguna terhadap situs web *e-government*. Temuan akan bermanfaat untuk mengembangkan situs web *e-government* yang fleksibel yang dapat diterima dan berguna bagi berbagai individu.

DAFTAR PUSTAKA

Acosta-vargas, P., Luján-mora, S., & Salvador-ullauri, L. (2017). Quality *Evaluation* of Government Websites, 8–14.

Akgul, Y. (2016). Quality *evaluation* of *E-government* websites of Turkey. *Iberian Conference on Information Systems and Technologies, CISTI*, *2016– July*. https://doi.org/10.1109/CISTI.2016.7521567

Al-Faries, A., Al-Khalifa, H. S., Al-Razgan, M. S., & Al-Duwais, M. (2013). Evaluating the accessibility and *usability* of top Saudi *e-government* services. *Proceedings of the 7th International Conference on Theory and Practice of Electronic Governance - ICEGOV '13*, 60–63. https://doi.org/10.1145/2591888.2591898

Aladwani, A. M., & Dwivedi, Y. K. (2018). International Journal of Information Management Towards a theory of SocioCitizenry : Quality anticipation , trust con fi guration , and approved adaptation of governmental social media. *International Journal of Information Management*, *43*(March), 261–272. https://doi.org/10.1016/j.ijinfomgt.2018.08.009

Almarashdeh, I., & Alsmadi, M. (2017). *Heuristic evaluation* of mobile government portal services: An experts' review. *2016 11th International Conference for Internet Technology and Secured Transactions, ICITST 2016*, 427–431. https://doi.org/10.1109/ICITST.2016.7856746

Andrian, R., Hendradjaya, B., & Sunindyo, W. D. (2016). Software Assessment Model Using Metrics Products for *e-government* in The G2B Model, *4*(c).

Anthony, R., & Norman, G. (2014). *e-government* in Rhode Island : what effects do templates have on *usability* , accessibility , and mobile readiness ?

https://doi.org/10.1007/s10209-014-0384-x

Choi, W., & Stvilia, B. (2015). Web credibility assessment : Conceptualization , operationalization , variability , and models This is a preprint of an article accepted for publication in JASIS & T : Choi , W ., & Stvilia , B . (in press). Web credibility assessment : conceptualization , operationalization , variability , and models . Journal of the Association for Information Science and Technology . Web Credibility Assessment : Conceptualization , Operationalization , Variability , and Models Wonchan Choi and Besiki Stvilia Florida State University, (February 2018). https://doi.org/10.1002/asi.23543

Cle, O. L. A. (2006). Assessment of osteoporosis-website quality, *55*, 741–752. https://doi.org/10.1007/s00198-005-0042-5

Cristina, A., Garcia, B., Maciel, C., & Pinto, F. B. (2005). to Evaluate *E-government* Sites, 198–199.

Diana, S., Masrom, M., & Masrek, M. N. (2015). Website *evaluation* measures , website user engagement and website credibility for Municipal website WEBSITE *EVALUATION* MEASURES , WEBSITE USER ENGAGEMENT AND WEBSITE CREDIBILITY FOR MUNICIPAL WEBSITE, (January).

Fogg, B. J., Hall, C., Soohoo, C., Hall, C., Danielson, D. R., Hall, C., … Webwatch, C. (2003). How Do Users Evaluate the Credibility of Web Sites ? A Study with Over, 1–15.

Garrido, M., Lavin, C., & Rodriguez-Peña, N. (2013). *Usability* problems and

lines of solutions: An expert *evaluation* of Chilean online services. *Proceedings of the 2013 Chilean Conference on Human-Computer Interaction*, 76–81. https://doi.org/10.1145/2535597.2535603

Hopp, T., Santana, A., & Barker, V. (2018). Who Finds Value in News Comment Communities? An Analysis of the Influence of Individual User, Perceived News Site Quality, and Site Type Factors. *Telematics and Informatics*. https://doi.org/10.1016/j.tele.2018.02.006

Huang, Z., & Benyoucef, M. (2014). *Usability* and credibility of *e-government* websites. *Government Information Quarterly*, *31*(4), 584–595. https://doi.org/10.1016/j.giq.2014.07.002

Huang, Z., Brooks, L., & Chen, S. (2009). The assessment of credibility of *e-government*: Users' perspective. *Lecture Notes in Computer Science (Including Subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics)*, *5618 LNCS*(PART 2), 26–35. https://doi.org/10.1007/978-3-642-02559-4_4

Iqbal, M. W., Ahmad, N., & Shahzad, S. K. (2017). *Usability evaluation* of adaptive features in smartphones. *Procedia Computer Science*, *112*, 2185–2194. https://doi.org/10.1016/j.procs.2017.08.258

Islam, M. N., Rahman, S. M. A., & Islam, M. S. (2017). Assessing the *Usability* of *e-government* Websites of Bangladesh, 875–880.

Ismailova, R. (2015). Web site accessibility , *usability* and security : a survey of government web sites in Kyrgyz Republic. *Universal Access in the Information Society*. https://doi.org/10.1007/s10209-015-0446-8

Ismailova, R. (2017). Web site accessibility, *usability* and security: a survey of government web sites in Kyrgyz Republic. *Universal Access in the Information Society*, *16*(1), 257–264. https://doi.org/10.1007/s10209-015-0446-8

Journal, A. I. (2016). *Heuristic* , accessibility and *usability evaluation*s of Pakistan ' s *e-government* websites Rabab Fatima Ansari *, Afifa Baqar , Hamna Hassan and Fareeha Saeed, *12*(1), 66–85.

Kakol, M., Nielek, R., & Wierzbicki, A. (2017). Understanding and predicting Web content credibility using the Content Credibility Corpus. *Information Processing and Management*, *53*(5), 1043–1061. https://doi.org/10.1016/j.ipm.2017.04.003

Karkin, N., & Janssen, M. (2014). Evaluating websites from a public value perspective: A review of Turkish local government websites. *International Journal of Information Management*, *34*(3), 351–368. https://doi.org/10.1016/j.ijinfomgt.2013.11.004

King, B. A., & Youngblood, N. E. (2016). *E-government* in Alabama : An analysis of county voting and election website content , *usability* , accessibility , and mobile readiness. *Government Information Quarterly*. https://doi.org/10.1016/j.giq.2016.09.001

Lallmahomed, M. Z. I., Lallmahomed, N., & Lallmahomed, G. M. (2017). Factors influencing the adoption of *e-government* Services in Mauritius. *Telematics and Informatics*. https://doi.org/10.1016/j.tele.2017.01.003

Laple, R., Putra, S., Patty, J. C., & Applications, A. U. M. (2018). Interaction

Design Consideration for Senior High School Students : A *Usability Evaluation* of Go-Jek Mobile Applications. *2018 International Seminar on Application for Technology of Information and Communication*, 196–201.

Liew, T. W., Tan, S. M., & Ismail, H. (2017). Exploring the effects of a non - interactive talking avatar on social presence , credibility , trust , and patronage intention in an e - commerce website. *Human-Centric Computing and Information Sciences*. https://doi.org/10.1186/s13673-017-0123-4

Liu, Z., & Huang, X. (2013). The International Information & Library Review Evaluating the credibility of scholarly information on the web : A cross cultural study Evaluating the credibility of scholarly information on the web : A cross cultural study, (January 2015), 37–41. https://doi.org/10.1080/10572317.2005.10762670

Nam, T. (2014). Determining the type of *e-government* use. *Government Information Quarterly*, *31*(2), 211–220. https://doi.org/10.1016/j.giq.2013.09.006

Nariman, D. (2013). Analyzing text-based user feedback in *e-government* services using topic models. *Proceedings - 2013 7th International Conference on Complex, Intelligent, and Software Intensive Systems, CISIS 2013*, 720–725. https://doi.org/10.1109/CISIS.2013.129

Nielsen, J., & Molich, R. (1990). *Heuristic Evaluation* of user interfaces. *CHI '90 Proceedings of the SIGCHI Conference on Human Factors in Computing Systems*, (April), 249–256. https://doi.org/10.1145/97243.97281

Oyibo, K., Adaji, I., Orji, R., & Vassileva, J. (2018). *What Drives the Perceived*

Credibility of Mobile Websites : Classical or Expressive Aesthetics ? (Vol. 1). Springer International Publishing. https://doi.org/10.1007/978-3-319-91244-8

Prete, M. I. (2009). Prototypes versus examples : A new model of online credibility, *18*(November), 3–16. https://doi.org/10.1057/jt.2009.25

Reddick, C. G. (2009). The adoption of centralized customer service systems: A survey of local governments. *Government Information Quarterly*, *26*(1), 219–226. https://doi.org/10.1016/j.giq.2008.03.005

Sheikh, J. A., & Arshad, A. (2018). Advances in *Usability* and User Experience, *607*. https://doi.org/10.1007/978-3-319-60492-3

Silva, P. A., & Nunes, F. (2010). 3 x 7 *Usability* Testing Guidelines for Older Adults. *Proceedings of the 3rd Mexican Workshop on Human Computer Interaction*, *2*(May 2014), 1–8.

Sun, J., & Hsu, Y. (2012). Interacting with Computers An experimental study of learner perceptions of the interactivity of web-based instruction q. *Interacting with Computers*, *24*(1), 35–48. https://doi.org/10.1016/j.intcom.2011.11.001

Sun, J., & Hsu, Y. (2013). Computers in Human Behavior Effect of interactivity on learner perceptions in Web-based instruction. *Computers in Human Behavior*, *29*(1), 171–184. https://doi.org/10.1016/j.chb.2012.08.002

Tohidi, H. (2011). *E-government* and its different dimensions: Iran. *Procedia Computer Science*, *3*, 1101–1105. https://doi.org/10.1016/j.procs.2010.12.179

Venkatesh, V., Hoehle, H., & Aljafari, R. (2014). A *usability evaluation* of the Obamacare website. *Government Information Quarterly*, *31*(4), 669–680. https://doi.org/10.1016/j.giq.2014.07.003

Wang, D., & Chen, Y. (2019). A neural computing approach to the construction of information credibility assessments for online social networks. *Neural Computing and Applications*, *31*(s1), 259–275. https://doi.org/10.1007/s00521-018-3734-4