

## ABSTRACT

### ***EVALUATION OF STAFF AND FACULTY ATTENDANCE APPLICATION QUALITY AT UNIVERSITAS PEMBANGUNAN JAYA (UPJ) USING THE WEBQUAL 4.0 METHOD***

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*The advancement of technology in higher education encourages the adoption of digital applications to support operations, including staff and faculty attendance. Universitas Pembangunan Jaya (UPJ) utilizes the Sevima Modul Kepegawaian Sub Modul Presensi application, yet users have reported several issues such as a non-intuitive interface and slow system response. This study aims to evaluate the application's quality using the Webqual 4.0 method, which assesses the dimensions of Information Quality, interaction quality, and service quality. The research employed a quantitative approach using a Likert-scale questionnaire, analyzed through descriptive statistics and the WebQual Index. Results indicate that the application's performance in the dimensions of information, interaction, and service quality is rated as "fairly good." However, improvements are needed in aspects such as speed, stability, and interface navigation. The study concludes that developing a more responsive and user-friendly application is essential to enhance the operational efficiency of UPJ.*

**Keywords:** *application evaluation, Webqual 4.0, digital attendance.*