

ABSTRACT

Nowadays many websites on the internet, there are college website and library's college website. With website library, to be expected that user could get effective and efficient information. The evaluation through library's website could get description and give advice to reach good quality. It is very important do the evaluation through website as first step to develop online resources within good and qualified.

This type of research is descriptive study, the purpose is to describe something that is the target of researcher in detail. This research using website quality dimensions. The collection of data obtained by distributing questionnaires to 393 respondents who had visited the website OpenLibrary Telkom University . This study uses analysis techniques costumer satisfaction index (CSI) and importance-performance analysis (IPA) , with the help of statistical software SPSS version 23.0

The results of this research showed that the level of OpenLibrary Telkom University service quality performance still doesn't meet the level of repondent's expectation, and in some attributes need to be improved. From IPA, There are several attributes that the performance didn't meet the respondent's expectation., but also there are several attribute's performance that need to be maintaned. CSI resuluts showed that the respondents are still not satisfied with OpenLibrary Telkom University website with 67.27% percentage in poor criteria. The recommendation for OpenLibrary Telkom University website is to increase their performance in the attributes with low performance level, so it can fulfill users expectation along with their satisfaction.

Keyword: website, users satisfaction, website quality, importance-performance analysis, costumer satisfaction index