

**PORTAL HOSPITAL INDONESIA WEBSITE QUALITY ASSESSMENT  
(CASE STUDY: XYZ HOSPITAL)**

By

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12110011

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### STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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## ABSTRACT

### PORTAL HOSPITAL INDONESIA WEBSITE QUALITY ASSESSMENT

(CASE STUDY: XYZ HOSPITAL)

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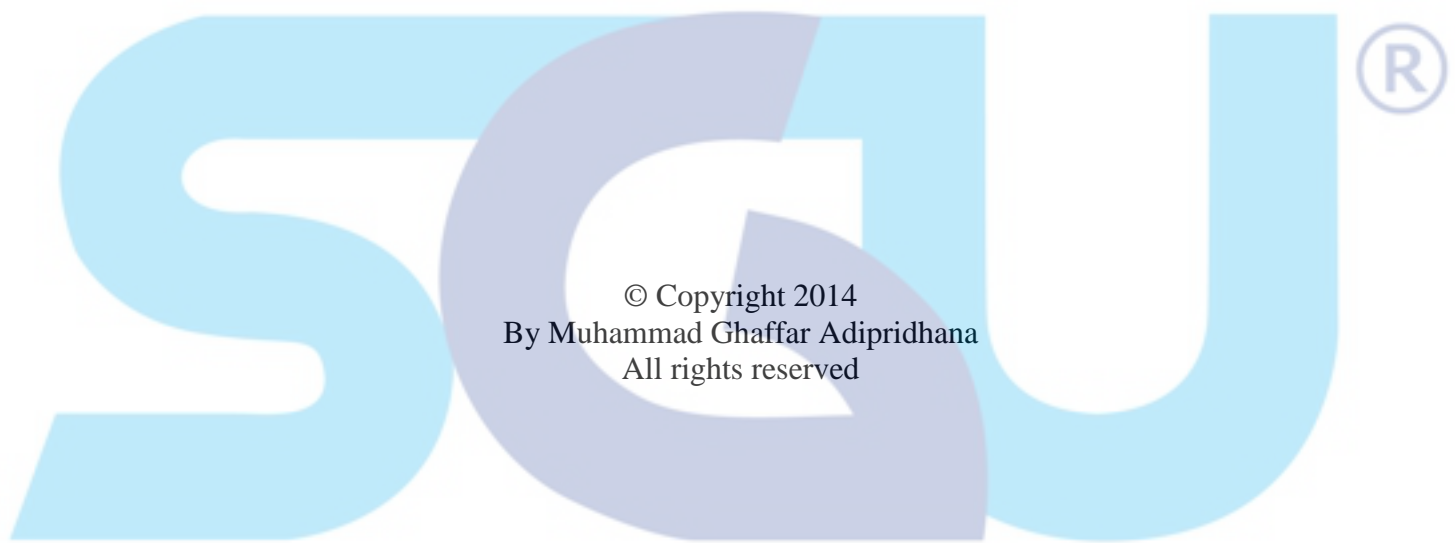
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The purpose of this study is to measure the staff medical expectations in one of the hospital in Jakarta towards the Portal Hospital Indonesia (PHI) website. The expectations are measured by the dimensions of the website, from the contents, the navigations, the structure and design, the appearance and multimedia, and the uniqueness of the website. Those dimensions are used based on previous study that has been conducted by other researcher about the website quality assessment. The research was conducted at one of the hospital in Jakarta. The sample of this study are the medical staff of the chosen hospital. After the data was gathered, Gap Analysis methodology was conducted. In this case, the gap analysis methodology was used to find the gap between the current Portal Hospital Indonesia website quality and the medical staff expectations of one hospital in Jakarta. By using gap analysis, some weaknesses of the Portal Hospital Indonesia website which is still under the medical staff expectations were revealed.

*Keywords: Gap Analysis, Portal Hospital Indonesia, medical staff expectations, website quality*



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## **DEDICATION**

I dedicate this thesis to my father, my mother, my sister, my friends, and the people of  
PT. Portal Medika Indonesia



## ACKNOWLEDGEMENTS

Thank you to my beloved parents, who always give their best to support me to reach my dreams. Without my parents, I would not have been in this phase. I wish I will always make my parents proud in the future.

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