

## ***Abstract***

***Bandung City Government won the Smart City Readiness award from PT. Telkom Indonesia. This award is given to the City Government which has implemented the Smart City Nusantara. One way to support the Smart City concept is develop Bandung Smart City website. Bandung Smart City website is a website that contains information from various fields, socialization programs and activities as well as the form of approval of the City Government of Bandun. Based on the Bandung Smart City website observation by conducting interviews with the Head of the DISKOMINFO Planning Division, it is known there's still no feedback from the user to find out how good the quality of use on the Bandung Smart City website. To find out how good the quality in use then ISO is used, more precisely ISO/IEC 25010 Quality-in-Use Model ISO / IEC 25010 Quality-in-Use model is an international standard method that used to evaluate the quality of usage by paying attention to the user's perspective, include effectiveness, efficiency and website satisfaction level in meeting user needs. This study evaluates the Bandung Smart City website using the ISO / IEC 25010 Quality-in-Use model to evaluate the effectiveness, efficiency and user satisfaction of the website. The results of this study are in the form of a prototype, where the prototype can increase the result in the effectiveness, efficiency and satisfaction level of the Bandung Smart City website with an average of 77.17% compared to before the evaluation which has a score of effectiveness, efficiency and satisfaction level with an average of 61.22% .***

***Keywords: DISKOMINFO, Bandung Smart City, website, ISO/IEC 25010 Quality-in-Use, evaluation.***