Abstract

The Ministry of Industry in Indonesia runs the Metal Industries Development Center (MIDC). Research and development organizations like MIDC use a website called SIM BBLM as a management information system. It manages data, shares information, and gives MIDC employees operational services. According to the website administrator, SIM BBLM users complained about the web being unresponsive, not easy, and having various non-optimal functions, such as data entry or display failures. Due to limited time and human resources, MIDC's IT management did not include the SIM BBLM quality evaluation process in its scope of work. Therefore, this research performed a user-based evaluation method to help the SIM BBLM Evaluation Process. The researcher used Importance-Performance Analysis (IPA) to test the evaluation findings from earlier user assessments using the ISO 25010 questionnaire. The IPA results revealed seven quality attributes of the SIM BBLM web, including Functional Suitability (F1), Reliability (R1), and Usability (U1, U4, U6, U7, and U8), that were prioritized for improvement. Based on the experiment, the performance values between the improved SIM BBLM web and the current SIM BBLM web have increased, while each attribute got positive gaps. This improvement has been supported by comparing 3.24 as the current website's average performance value with 4.16 as the improved website's score.

Keywords—*Management Information System Evaluation, Quality Improvement Recommendation, ISO 25010, Importance-Performance Analysis.*