

ABSTRACT

The role of information technology greatly influences the performance and results obtained by companies and organizations. At the company there is a written official assignment which is usually called a disposition with an official letter called an official memorandum. Official memorandum are made by authorized officials in the context of carrying out duties, functions and responsibilities of official positions addressed to other officials within the internal scope of the organizational unit. This shows that this official note has an important role in the sustainability of the company. PT Telkom Indonesia has a system for digital office note management under the name Electronic Office memorandum (NDE) System. The NDE system has not been evaluated in terms of system quality with ISO/IEC 25010 standards. ISO/IEC 25010:2011 The Quality in Use dimension was chosen because it has characteristics that can be assessed from the user's perspective. The results showed that the quality of the system has a very high value, in terms of efficiency characteristics of 87.05%, satisfaction characteristics of 83.6%, and context coverage characteristics of 85.9%. With the acquisition of values that have been obtained from users, the authors found several features that users still complained about for improvement in the future. Therefore, the authors through this research provide recommendations for future systems.

Keywords: ISO/IEC 25010, Quality in Use, Official Memorandum, NDE System.