

ABSTRACT

The Sirama application is an application for lecture registration. Previous registration uses the iGracias application. However, iGracias cannot accommodate user access loads, so the Sirama application has been developed since the end of 2021 and has been used since September 2022, with three users, namely students, guardian lecturers, and the Head of Study Program. The most common problems that occur in the use of the Sirama application are data synchronization between IGracias and Sirama and the occurrence of internal server errors due to the number of users accessing Sirama at one time exceeding capacity. For this reason, it is necessary to improve services through improving the quality of information system software with review and evaluation.

To complement the evaluation of the quality of the Sirama application which was previously carried out by testing by QA from PuTI, a standardization model can be added, one of which is ISO/IEC 25010:2011, which has never been done at this time. ISO 25010:2011 is the most popular quality model with two quality models, and in this study uses the Product Quality Model which has eight characteristics. This study focuses on four characteristics, namely Functional Suitability, Usability, Reliability, and Performance Efficiency. The method used was interviews to identify problems and used questionnaires to collect user assessment data on the Sirama application as material for evaluating the quality of the Sirama application.

The results of the user's assessment of the current Sirama application quality through descriptive analysis are for functional suitability characteristics have a value of 83.4%, in the very high category, usability characteristics have a value of 81.4% in the very high category, reliability characteristics have a value of 65.4% in the High category, with instruments that have a medium index category with a value of 44.6% on the maturity sub-characteristic and below 70% for the sub-characteristics availability and fault tolerance, and the Performance efficiency characteristic has a value of 66.8% in the high category, with instruments having a medium index category with a value of 55.6% in the capacity sub-characteristic and below 70% in the time behavior sub-characteristic. With the results of the assessment from the user, the author provides recommendations to improve the quality of the Sirama application for sub-characteristics that are in the medium category and the index value is below 70%, so that it can be used by users to meet the needs of lecture registration and improve lecture registration services.

Keywords : ISO 25010:2011, Product Quality Model, Sirama