

# EVALUASI KUALITAS *MOBILE APPLICATION* SI DOLPIN (BULELENG *TOURISM*) BERDASARKAN ISO/IEC 25010

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## ABSTRAK

Aplikasi Si Dolpin (Buleleng Tourism) merupakan aplikasi yang dikembangkan oleh Pemerintah Kabupaten Buleleng, aplikasi ini dikembangkan untuk memberikan kemudahan bagi wisatawan yang berkunjung ke Buleleng dan membantu promosi ikon-ikon pariwisata yang ada di Buleleng, mengingat pentingnya peran aplikasi ini tentu sangat penting untuk dilakukan evaluasi terhadap aplikasi Si Dolpin terutama untuk memastikan dan meningkatkan kualitas aplikasi Si Dolpin. Evaluasi dilakukan berdasarkan pada Standar ISO/IEC 25010 yang merupakan standar internasional dengan mengambil 5 karakteristik dari aplikasi perangkat lunak berikut hasilnya yakni *Usability*, *Compatibility*, *Performance efficiency*, *Reliability* dan *Portability*. efektivitas dan efisiensi pada aspek *usability* mendapatkan persentase sebesar 76.66%, 73.74% dan kepuasan sebesar 79%, pada aspek *compatibility* aplikasi Si Dolpin dapat berjalan dengan baik ketika dijalankan beriringan dengan aplikasi lain pada perangkat yang sama dan mendapatkan persentase sebesar 83%, dan pada uji berbagai tipe perangkat pada google firebase dan data google playstore masing-masing mendapatkan persentase 100% dan 74%, pada aspek *performance* perlu dilakukan optimasi kembali pada penggunaan cpu dan memory di beberapa perangkat serta mempercepat proses maintenance oleh pihak Dinas, kemudian pada aspek *portability* aplikasi Si Dolpin belum memenuhi atribut *adaptability*, dan kemudian terakhir pada aspek *reliability* aplikasi Si Dolpin tidak mengalami crash ketika dijalankan pada 10 perangkat bersamaan dan mendapat persentase 90% namun masih terdapat beberapa hal yang perlu ditingkatkan kembali.

**Kata Kunci:** ISO 25010, *Usability*, *Compatibility*, *Performance efficiency*, *Portability*, *Reliability*.

**QUALITY EVALUATION OF MOBILE APPLICTION SI DOLPIN BULELENG  
(BULELENG TOURISM) BASED ISO/IEC 25010**

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**ABSTRACT**

*“Si Dolpin (Buleleng Tourism)” is a mobile application developed by the Buleleng Regency Government, this application was developed to provide benefits for tourists when visiting Buleleng and help promote tourism icons in Buleleng, given the important role of this application, it is certainly very important to conduct evaluation of Si Dolpin application especially to ensure and improve the quality of Si Dolpin application. Evaluation is carried out based on the ISO / IEC 25010 standard which is a international standard by taking 5 characteristic from software applications. Usability, Compatibility, Performance efficiency, Reliability and Portability. Based on the Result of research, Si Dolpin (Buleleng tourism) still needs more improvement, especially in effective and efficient research on the usability aspect, getting a proportion of 76.66%, 73,74% and satisfaction of 79%, in the compatibility, Si Dolpin can run properly when it is run along with other applications on the same device and getting a proportion of 100%, and in testing various types of devices on observation with Google Firebase and Google Playstore data, getting a proportion of 100% and 74%, in the performance aspect it is necessary to re-optimize the use of CPU and memory on several devices as well as speeding up the maintenance process by Government, then on the portability aspect of the Si Dolpin application, does not complete Adaptability atribute, and reliability aspect of the Si Dolpin application does not experience a crash when running at 10 per weight the same and got the proportion of 90% but there are still some things that need to be improved.*

**Keyword:** *ISO 25010, Usability, Compatibility, Performance efficiency, Portability, Reliability.*