

ABSTRAK

PENGAPLIKASIAN ISO/ IEC 25010 UNTUK MENGEVALUASI WEBSITE SMA NEGERI DI KABUPATEN PRINGSEWU

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Penelitian ini bertujuan untuk mengevaluasi kepuasan pengguna website berdasarkan dimensi yang ada dalam ISO/IEC 25010 dan data yang digunakan terdiri dari 5 SMA Negeri di Kabupaten Pringsewu dengan total sebanyak 185 responden. ISO/IEC 25010 memiliki delapan dimensi *diantaranya usability, portability, performance efficiency, fungsional suitability, maintainability, compability, reliability, dan security*. Berdasarkan hasil perhitungan statistik dari lima website yang diteliti terdapat empat dimensi yang memiliki pengaruh signifikan terhadap kepuasan pengguna yaitu dimensi *usability* berpengaruh signifikan terhadap kepuasan pengguna dibuktikan dengan hubungan yang signifikan pada lima website yang diuji. Dimensi *compability* memiliki pengaruh terhadap kepuasan pengguna website SMA Negeri di Kabupaten Pringsewu meskipun di SMA Negeri 1 Pringsewu memiliki hubungan yang tidak signifikan. Dimensi *performance efficiency* juga memiliki pengaruh terhadap kepuasan pengguna website SMA Negeri di Kabupaten Pringsewu meskipun di SMA Negeri 2 Pringsewu memiliki hubungan yang tidak signifikan. Namun untuk pengaruh signifikan antara *portability* dengan kepuasan pengguna hanya pada SMA Negeri 2 Gadingrejo dan SMA Negeri 1 Pagelaran.

Kata Kunci : Evaluasi Website, Kepuasan Pengguna Website, ISO/IEC 25010

ABSTRACT

APPLICATION OF ISO / IEC 25010 TO EVALUATE SENIOR HIGH SCHOOL WEBSITE IN PRINGSEWU REGENCY

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The paper has a purpose for evaluating the website user's satisfaction based on the dimension in ISO/IEC 25010 and the data used consists of five Senior High Schools in Pringsewu Regency with a total of 185 respondents.. ISO/IEC 25010 has eight dimensions those are: usability, portability, performance efficiency, functional suitability maintainability, compatibility, reliability, and security. Based on the result of the statistic's calculation from five websites that had been scrutinized, there are four dimensions that have a significant effect toward the user's satisfaction that is the usability dimension. Compatibility dimension has an effect to Senior High school website user's satisfaction in a Pringsewu regency although in Senior High School number 1 Pringsewu has an insignificant relationship. Performance efficiency also has an effect to Senior High school website user's satisfaction in Pringsewu regency although in Senior High School number 2 Pringsewu has an insignificant relationship. However, the significant effect between portability with user's satisfaction only exist in Senior High school number 2 of Gadingrejo and Senior High school number 1 Pagelaran.

Keywords : *Website Website Evaluation, ISO / IEC 25010, Website User Satisfaction*