

## ABSTRAK

Aplikasi JogjaKita merupakan platform yang dikembangkan oleh pemerintah Yogyakarta untuk memfasilitasi kebutuhan transportasi dan mendukung pelaku UMKM. Meskipun demikian, berbagai permasalahan teknis seperti ketidakakuratan peta, sistem yang sering error, dan keterbatasan fitur pada sistem operasi tertentu telah dilaporkan oleh pengguna. Penelitian ini bertujuan untuk mengevaluasi kualitas aplikasi JogjaKita menggunakan standar ISO/IEC 25010.

Evaluasi dilakukan dengan menganalisis lima karakteristik utama dari standar ISO/IEC 25010, yaitu *functional suitability*, *performance efficiency*, *compatibility*, *usability*, dan *portability*. Pengumpulan data dilakukan melalui wawancara dengan pihak manajemen JogjaKita dan survei terhadap pengguna aplikasi.

Hasil penelitian menunjukkan bahwa aplikasi JogjaKita telah memenuhi standar kualitas ISO/IEC 25010 dengan rincian: *functional suitability* memperoleh nilai 96.6% (Sangat Layak), *compatibility* mencapai 90% (Sangat Layak), *usability* mendapat 79.9% (Setuju), dan *portability* mencapai 93.3% (Sangat Layak). Pada aspek *performance efficiency*, aplikasi menunjukkan performa yang cukup baik dalam penggunaan CPU dan memori, meskipun terdapat beberapa catatan pada frame rate dan ukuran aplikasi. Penelitian ini merekomendasikan perlunya peningkatan kualitas aplikasi, terutama dalam aspek *usability* dan *performance efficiency*. Untuk penelitian selanjutnya, disarankan untuk menambahkan evaluasi karakteristik *maintainability*, *security*, dan *reliability* untuk mendapatkan hasil yang lebih komprehensif.

**Kata Kunci:** Evaluasi Kualitas, ISO/IEC 25010, JogjaKita, Aplikasi Mobile

## **ABSTRACT**

JogjaKita application is a platform developed by the Yogyakarta government to facilitate transportation needs and support Micro, Small, and Medium Enterprises (MSMEs). However, various technical issues such as map inaccuracies, frequent system errors, and feature limitations on certain operating systems have been reported by users. This research aims to evaluate the quality of the JogjaKita application using the ISO/IEC 25010 standard. The evaluation was conducted by analyzing five main characteristics of the ISO/IEC 25010 standard: functional suitability, performance efficiency, compatibility, usability, and portability. Data collection was carried out through interviews with JogjaKita management and surveys of application users.

The results showed that the JogjaKita application has met the ISO/IEC 25010 quality standards with the following details: functional suitability scored 96.6% (Very Suitable), compatibility reached 90% (Very Suitable), usability achieved 79.9% (Agree), and portability reached 93.3% (Very Suitable). In terms of performance efficiency, the application demonstrated satisfactory performance in CPU and memory usage, although there were some notes regarding frame rate and application size.

This research recommends the need for quality improvements, particularly in aspects of usability and performance efficiency. For future research, it is suggested to include evaluations of maintainability, security, and reliability characteristics to obtain more comprehensive results.

**Keywords:** Quality Evaluation, ISO/IEC 25010, JogjaKita, Mobile Application