

ABSTRAK

Judul : Evaluasi Sistem Pengguna Aplikasi
myIndiHome menggunakan Metode McCalls

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Program Studi : Sistem Informasi

Berdasarkan data yang didapat dari *AppStore* dan *Play Store* terdapat keluhan pelanggan yang menggunakan aplikasi myIndiHome sebanyak 5,1 % dari 5 juta pemakai aplikasi myIndiHome sampai saat ini tahun 2021. Dari informasi yang didapatkan dari sosial media IndiHome dan ulasan pelanggan dari aplikasi myIndiHome terdapat kekurangan di antaranya jumlah tagihan yang di informasikan kepada pelanggan hanya jumlah tagihan per bulan tanpa adanya informasi penjelasan pemakaian internet, keluhan pelanggan tidak diselesaikan secara *real time* atau keluhan sistem antrean, aplikasi myIndiHome belum menyediakan fasilitas untuk melakukan pembayaran tagihan secara langsung. Dari banyaknya keluhan pelanggan terhadap aplikasi myIndiHome maka perlu dilakukan evaluasi menggunakan metode pengujian kualitas sistem menggunakan McCalls, informasi evaluasi di dapat dari hasil kuesioner yang melibatkan 100 responden pengguna aplikasi myIndiHome dan Penghitungan kuesioner menggunakan Skala Likert. Hasil evaluasi aplikasi myIndiHome menggunakan metode McCalls adalah hasil perhitungan kualitas untuk indikator *correctness* mendapat persentase sebesar 33,8%, indikator *reliability* sebesar 65,5%, indikator *efficiency* 22%, indikator *integrity* 33,6%, indikator *usability* 33%, indikator *maintainability* 66%, indikator *flexibility* 54,4%, indikator *testability* 68%, indikator *portability* 31,4%, indikator *interoperability* 35%. Setelah melakukan evaluasi terhadap aplikasi myIndiHome menggunakan metode McCalls maka didapatkan solusi untuk memperbaiki aplikasi myIndiHome sesuai dengan hasil perhitungan kualitas per indikator yang terdapat pada metode McCalls.

Kata Kunci : McCalls, responden, kuesioner, skala likert, keluhan pelanggan.

Abstract

Title : *Myindihome App User System Evaluation Using McCalls Methods*

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Study Program : *Information System*

Based on data obtained from the AppStore and Play Store there are complaints of customers using the myIndiHome application as much as 5.1% of the 5 million users of the myIndiHome application to date in 2021. From the information obtained from IndiHome social media and customer reviews from the myIndiHome application there are shortcomings including the number of bills that are informed to customers only the number of bills per month without any information on internet usage explanation, customer complaints are not resolved in real time or queue system complaints, myIndiHome application has not provided facilities to make bill payments directly. Of the many customer complaints against the myIndiHome application, it is necessary to conduct an evaluation using system quality testing methods using McCalls, evaluation information can be from questionnaires results involving 100 respondents to myIndiHome application users and calculation of questionnaires using the Likert Scale. The results of the evaluation of the myIndiHome application using the McCalls method are the results of quality calculations for correctness indicators getting a percentage of 33.8%, reliability indicators of 65.5%, efficiency indicators of 22%, integrity indicators of 33.6%, usability indicators of 33%, indicators maintainability 66%, flexibility indicator 54.4%, testability indicator 68%, portability indicator 31.4%, interoperability indicator 35%. After evaluating the myIndiHome application using the McCalls method, a solution was obtained to improve the myIndiHome application in accordance with the results of the calculation of the quality of the per indicator contained in the McCalls method.

Keywords: *McCalls, respondents, questionnaires, likert scales, customer complaints.*

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