ABSTRACT

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QUALITY ANALYSIS OF ACCESS KRL APPLICATIONS
USE METHOD ISO 25010:2011

The needs of the community for reliable transportation in terms of time and speed make KRL a choice, especially for people who live in capital cities such as Bogor, Bekasi, Depok, Tangerang. The trend of using KRL is increasing. Data from PT KAI Commuter Indonesia (KCI) shows, since 2013 until now the average growth of users has grown rapidly from 431,886 to 885,642 users per day, up 105 percent. Punctuality is often complained by users, whereas every day there are 980 commuter line trips. To overcome this, PT KCI made a breakthrough by presenting the KRL Access smartphone application that can monitor in real-time the current location of the KRL that will cross the station. With the Train Position feature or real-time information on the current KRL location that will arrive at the station. Based on the number of downloads found in the Apps Store and Play Store, more than 13,000 downloads, meaning that the public has used the KRL Access mobile application to find information about ticket prices, train arrival schedules, Commuter Line social media and Commuter Train Maps. The availability of information needed is sometimes difficult to access, such as the old application to respond and in terms of appearance also influences the attractiveness of passengers to use the application. This research will discuss application analysis using ISO 25010: 2011 Method use 2 dimensions Product Quality and Quality in Use where the KRL Access application will be analyzed with the Blackbox testing, Stress testing, Observation methods and KRL Jakarta-Depok-Bogor passengers as research objects by distributing questionnaires containing 17 questions. In this study, the results obtained on the dimensions of *Product Quality* with 7 characteristics namely *Functional Suitability*, *Performance Efficiency*, *Compability*, *Reliability*, *Security*, *Maintainability*, and *Portability* owned by ISO 25010:2011 get good results. Whereas in the *Quality in Use* dimension which has 6 sub-characteristics of *Usability*, namely *Appropriates recognizability*, *Learnability*, *Operability*, *User error protection*, *User interface Aesthentic* and *Accessibility* of ISO 25010: 2011 get good results too.

Keywords: KRL Access Applications, *Product Quality*, *Quality in Use*, ISO 25010:2011

Bibliography (2019 – 2005)