ABSTRACT

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Internet information and communication technology plays a major role in increasing the efficiency and effectiveness of human work in all areas of life. One of the areas of life that applies information and internet communication technology is banking. The role of the banking world is so close to all aspects of life because it is a medium for transactions. The bios portal website is a website-based application developed by a private banking company in Indonesia to increase the efficiency and effectiveness of the work done by employees who previously used a database-based application. To ensure the quality of the bios portal website, it is necessary to carry out an analysis to measure its quality in accordance with the ISO 25010: 2011 model with the methods of literature study, observation, Black box testing and questionnaires. The test results obtained in conducting quality analysis using the ISO 25010: 2011 method, namely the bios portal website, obtained a value of 4.87. In addition, there are also recommendations for improvements in the category of performance efficiency and maintainbility to improve its quality.

Keywords: ISO 25010, portal bios website, product quality

Bibliography (1993 – 2020)