

PREFACE

The author expresses deep gratitude to Allah SWT, who has bestowed His grace and guidance so that the author can complete this Final Project with the title of **“Evaluation of Information System Quality on Electronic Memorandum (NDE) System at PT Telkom Indonesia Tbk. Based on ISO/IEC 25010:2011 Standard Dimension Quality in Use (Characteristics: Efficiency, Satisfaction, and Context Coverage)”**. This Final Project was made to fulfill the graduation requirements for the Bachelor of Information Systems Study program at the School of System and Industrial Engineering, Telkom University. In preparing this final project, the author received input in the form of guidance and suggestions, and support from various parties. Therefore, the author would like to express his deepest gratitude to:

1. Mr. Luthfi Ramadani, S.T., M.T., Ph.D., as the first advisor of this Final Project, who is always available to motivate, advice, assist, and guidance in the preparation of this Final Project.
2. Mr. Dr. Basuki Rahmad, S.T., M.T., as the second advisor of this Final Project, who is always ready to provide knowledge, advice, and guidance in preparing this Final Project.
3. Mrs. Youngest Non Itah and The Late Mr. Bunyamin as the author’s beloved parents. Thank you for always providing support and prayers to the author so that the author can be motivated to complete this Final Project.
4. IT Division of PT Telkom Indonesia as author’s research object. Thank you to the parties who participated have accepted and facilitated the author to carry out research in the context of completing this Final Project.
5. Rokhman Fauzi, S.T., M.T., as PIC of SI-43-INT who always provide support and lots of information about college study and also help with many things in administration during the author’s study.
6. All of my friends. Especially ais, amel, sarah, gia, dira, ipay, amira, arin, marcha, kintan, naura, sekar, reina, uma thank you for always being there

in difficult or happy situations, the rollercoaster of college life has been faced with.

In preparing for this final project, the author realizes that many shortcomings still need to be improved due to limited knowledge and insight that the author has. Therefore, the author apologizes for any shortcomings in this final project. The author expects suggestions and constructive criticism. Finally, the author hopes this Final Project can be helpful and fulfil the graduation requirements.

Bandung, 14 August, 2023

A handwritten signature in black ink, appearing to read 'Rainy Happy Shahisa Fauziah', written in a cursive style.

Rainy Happy Shahisa Fauziah