

ABSTRACT

Rapid technological development has led significant growth in Internet users around the world, as well as in developing countries like Indonesia. Based on data from the world bank, internet users in Indonesia in 2011 reached 18% of the total population that year. It's triggered by many Internet-based content service, which is one of the internet TV services. UseeTV is one of the internet TV service from PT. Telkom, which offers Video on Demand service.

Information dispatch from internet TV services utilizing broadband technology, and thus the quality of the network will determine the quality of service. In this research, two measures of network quality is Quality of Service (QoS) and Quality of Experience (QoE). Both the results of these measurements will be converted into value Mean Opinion Score (MOS). QoS measurements performed with delay, throughput, and packet loss. Results from QoS measurements will then be converted into a MOS value using the E-Model (ITU-T Rec. G.107). While QoE measurement was done by questionnaires that ask the user about the quality of service and provide an assessment based on the classification of MOS (ITU-T Rec P.800).

Quality calculation results using MOS values of QoS and QoE stated that the quality of UseeTV is good. However, there is a difference from the calculation of quality using MOS value of QoS and QoE for 0.257 points, where the MOS value from QoS is higher than the MOS value of QoE.

Quality calculation results using MOS values of QoS and QoE stated that the quality is good UseeTV today. MOS values obtained from the QoS is 4.27 while the MOS value from of QoE 4.012, so there is a difference in the quality of the calculation of 0257 points, where the value of MOS QoS higher than the MOS value of QoE. The difference minimization process can be carried out with a model of service quality Parasuraman.

Keywords: MOS, QoS, QoE, Internet TV