

I. INTRODUCTION

A website has become a popular medium to spread all kinds of information. The Metal Industries Development Center (MIDC) is an institution under the Ministry of Industry in Indonesia that is engaged in research and development institutions and utilize a website called SIM BBLM (<http://intranet.bbblm.go.id/>) as a management information system. It manages data, disseminates information, and provides operational services to MIDC internals. Based on the interview with the admin, the MIDC's information system (SIM BBLM) web is still in development. The MIDC's IT Roadmap document documented the development stages, which later found that the SIM BBLM was developed without an evaluation process, particularly regarding user perceptions. In addition, there are still problems with the SIM BBLM, such as the application being unresponsive, uneasy about its utilization, and some functional modules that have not run optimally, like failing to input or displaying data on the service application, which cause difficulties for the user. Due to the limited time and human resources in MIDC's IT management, this research evaluated SIM BBLM from user assessment to identify areas that could be improved and measure the quality of SIM BBLM from user perceptions.

The software evaluation process should refer to the user perception assessment, such as McCall, Webqual, and ISO 25010. ISO 25010 Product Quality Model is a standard that refers to the quality side of the software and can assess based on user perception [1] – [4]. Based on previous research, ISO 25010 gets more accurate results than ISO 9126 as the previous model by adding several new quality criteria [2], [5]. ISO 25010 classified eight quality characteristics or assessment references. However, only six characteristics will be used in this research because they are more suitable from the user perspective [6]: Functional Suitability, Performance Efficiency, Compatibility, Usability, Reliability, and Security [5], [7].

The evaluation process of SIM BBLM web is based on ISO 25010 and takes user assessment data. The collected data will be processed with a method, namely the Importance-Performance Analysis (IPA) method. The IPA method can identify quality attributes that should be prioritized for improvement by mapping all of the quality attributes to the four IPA quadrants [8]. This method is a valuable and straightforward measuring tool to be applied in the evaluation process of web-based software [8] – [10]. The outcomes of the IPA analysis are projected to deliver as references for MIDC in raising the quality of the SIM BBLM website based on the ISO 25010 standard and providing the foundation for future website improvement suggestions.