

## **ABSTRACT**

*Changes in the company's work habits, such as no longer applying the rules to all workers working from the office, raise the requirement for attendance apps. I-Office Plus has arrived to complete the personnel administration system. Software evaluation in terms of functionality is carried out to support the quality of I-Office Plus. The evaluation is based on the ISO/IEC 20510:2011 paradigm, which is part of the System and Software Quality Requirements and Evaluation (SQuaRE). The Kano model is used in data processing to calculate the predicted score for I-Office Plus program users for each criterion that has been analyzed, to gauge user contentment and dissatisfaction, and to offer recommendations based on the findings of the analysis. A mixed methods strategy, which applies both quantitative and qualitative methodologies, is used in this research. The sequential explanatory approach is used in this mixed-methods research. The evaluation results are anticipated to demonstrate how well the I-Office Plus application, which is a part of ICON+, meets the needs and receives positive feedback from users who are employees. In addition, this research presents suggestions for improving the I-Office Plus program based on the degree of user dissatisfaction by examining the Kano Model categories that fall under the indifference category.*

**Keywords:** I-Office Plus, ISO 25010:2011, Model Kano, mixed method, user satisfaction