

ABSTRAK

In this era of globalization, the quality of internet service has become one of the key supporting factors in daily activities. This research focuses on the analysis of the service quality of MyNet ISP WiFi network using the QoS method in Sukabirus: A Strategy to Increase Customer Numbers and Service Quality. The objective of this study is to deeply understand how the provided service quality can impact daily activities. The research analyzes QoS parameters, including delay, packet loss, jitter, and throughput. Data was collected using Wireshark software in the morning, afternoon, and evening from 15 WiFi networks located in five different locations, resulting in a total of 15 test data sets. The results show that MyNet WiFi service quality varies depending on time and location. Average delay and jitter were higher in the evening, while throughput and packet loss tended to differ depending on user density. In conclusion, the service quality of MyNet WiFi in Sukabirus still needs improvement to meet the expected standards.

Kata Kunci: Internet, WiFi, ISP MyNet, QoS.

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