

ABSTRACT

Samchick is a fast-food company that is growing rapidly, with operational coverage in several areas, such as Blitar, Kediri, and Tulungagung. To support its expansion and maintain business efficiency, the company relies on the Sampos management system. This system consists of two leading platforms, namely a mobile application for Point Of Sale (POS) and a website for warehouse management. After more than a year of use, the Sampos system still faces some technical issues, such as data discrepancies and access disruptions at certain times. Therefore, this study aims to analyze the software quality of the Sampos system through two main perspectives, namely, the functional suitability of the system and the perception of quality from the user's side.

The approach used in this research is a quantitative approach. Quality evaluation is carried out using the McCall model in the product operation category with five assessment factors, namely, correctness, reliability, efficiency, integrity, and usability. Data was collected through distributing questionnaires to Samchick employees. In addition, functional testing was carried out using the black box testing method automatically using Katalon Studio tools, which resulted in test cases and bug reports as further analysis.

Based on the results of the analysis carried out using these two approaches, the results of McCall's analysis are correctness (56.2%), reliability (56%), integrity (47.8%), and usability (46.6%), which are classified in the "Good Enough" category. In contrast, efficiency (38.2%) is included in the "Not Good" category. Meanwhile, functional testing shows that most functions run as needed, although there are still some functions that do not run. The results of this study prove that the McCall model is able to provide comprehensive evaluation results from various aspects and become the basis for efforts to improve the quality of the Sampos system in the future.

Keywords: *McCall Model, Software Quality, Point of Sale, Product Operation*