

ABSTRACT

The development of Information Technology (IT) currently has the capability to support the implementation of automation in archiving and digitalization through electronic systems created by authorized officials in order to carry out the responsibilities, functions, and duties of official positions addressed to other officials within the internal scope of the agency. A total of 27 thousand government applications have been created, but they do not function properly and seem less efficient. Nevertheless, Arsip Nasional Republik Indonesia (ANRI) in 2023 continues to develop an Official Note system with the name is Sistem Informasi Kearsipan Dinamis Terintegrasi (SRIKANDI) where later this system will be used by all agencies in Indonesia, including Banyumas Regency which has used SRIKANDI to conduct correspondence between agencies as a digitalization step. However, users of the SRIKANDI application still experience difficulties when accessing the SRIKANDI application at certain hours, so that it causes delays and difficulties for employees in carrying out the correspondence process, then by using the ISO / IEC 25010: 2011 standard, an evaluation was carried out using the Quality in Use dimension with an assessment from the perspective of SRIKANDI application users. The research population was 2838 SRIKANDI application users from 56 Organisasi Perangkat Daerah (OPD) within the Banyumas Regency Government, then using the Slovin formula, a sample of 100 SRIKANDI application users was obtained. The data analysis method used Descriptive Analysis method by conducting Reliability and Validity tests. The final results of the study obtained a percentage value for the Effectiveness characteristic of 81.6%, the Efficiency characteristic with a percentage of 84.1%, the Satisfaction characteristic of 79.9%, the Freedom From Risk characteristic of 78.0%, and the Context Coverage characteristic of 74.8%. For the overall average value of the five characteristics of 79.68% with a high value range. The results of this test state that the SRIKANDI application in terms of quality in use is of High quality.

Keywords: SRIKANDI Application, ISO/IEC 25010, Quality In Use