

Penerapan *Usability Testing*, *Functionality testing* dan Evaluasi Kualitas Menggunakan ISO/IEC 25010 pada Website LinkedIn

ABSTRAK

Perkembangan teknologi informasi yang pesat mendorong peningkatan kualitas perangkat lunak, terutama pada *platform* profesional seperti LinkedIn. Penelitian ini bertujuan untuk mengevaluasi kualitas website LinkedIn dengan menerapkan *Usability Testing*, *functionality testing*, dan evaluasi kualitas perangkat lunak berdasarkan standar ISO/IEC 25010. Pengujian *Usability* dilakukan menggunakan lima aspek utama *Nielsen's Attributes of Usability* (NAU), yaitu *Learnability*, *Efficiency*, *Memorability*, *Error rate*, dan *Satisfaction* menggunakan *System Usability Scale*, yang menghasilkan skor keseluruhan sebesar 72,16%. Score ini menandakan bahwa pengguna cepat memahami dan cukup merasa puas menggunakan website LinkedIn. Akan tetapi masih memerlukan perbaikan pada struktur navigasi dan konsistensi antarmuka. Pengujian *functionality* menggunakan Katalon Studio menunjukkan bahwa seluruh fitur utama LinkedIn berjalan dengan baik tanpa *Error*. Evaluasi kualitas dengan pendekatan ISO/IEC 25010 dan analisis SEM-PLS menunjukkan hasil hipotesis bahwa *functionality suitability*, *Compatibility*, *Usability*, dan *Maintainability* berpengaruh signifikan terhadap *Performance Efficiency*, sedangkan *Reliability*, *Security*, dan *Portability* tidak menunjukkan pengaruh yang signifikan. Penelitian ini memberikan kontribusi dalam menyediakan evaluasi menyeluruh terhadap kualitas sistem website LinkedIn dari sudut pandang pengguna yang dapat digunakan sebagai dasar perbaikan untuk meningkatkan pengalaman pengguna, efisiensi sistem, serta pengembangan fitur yang lebih intuitif.

Kata kunci: Evaluasi Kualitas, *Functionality Testing*, ISO/IEC 25010, SEM-PLS, *Usability Testing*, Website LinkedIn.

***Implementing Usability Testing, Functionality Testing, and
Quality Evaluation Using ISO/IEC 25010
on the LinkedIn Website***

ABSTRACT

The rapid development of information technology drives the improvement of software quality, especially on professional platforms such as LinkedIn. This study aims to evaluate the quality of the LinkedIn website by implementing Usability Testing, functionality testing, and software Quality evaluation based on the ISO/IEC 25010 standard. Usability Testing was conducted using five main aspects of Nielsen's Attributes of Usability (NAU), namely Learnability, Efficiency, Memorability, Error rate, and Satisfaction using the System Usability Scale, which resulted in an overall score of 72.16%. This score indicates that users quickly understand and are quite satisfied using the LinkedIn website. However, improvements are still needed in the navigation structure and interface consistency. Functionality testing using Katalon Studio shows that all of LinkedIn's main features run well without Errors. Quality evaluation with the ISO/IEC 25010 approach and SEM-PLS analysis shows the results of the hypothesis that functionality suitability, Compatibility, Usability, and Maintainability have a significant effect on Efficiency performance, while Reliability, Security, and Portability do not show a significant effect. This research contributes to providing a comprehensive evaluation of the quality of the LinkedIn website system from a user perspective that can be used as a basis for improvements to enhance user experience, system Efficiency, and the development of more intuitive features.

Keywords: *Quality Evaluation, Functionality testing, ISO/IEC 25010, SEM-PLS, Usability Testing, LinkedIn Website.*