
Abstract

The quality of the software is defined ISO as the totality of the features and characteristics of the product or service depending on the ability to satisfy the needs of the user. Sapawarga is software used to meet the needs of citizens in channeling aspirations, proposals, and obtaining information in a single application. There are some negative comments about the app on Google's app store. This indicates there are quality issues in sapawarga software. The results of a follow-up survey showed users of the application experienced a 45.20% decrease, due to the server not responding, difficulty finding information, etc. This research was conducted to evaluate the quality of the software based on ISO 25010 consisting of eight characteristics including functional suitability, reliability, usability, performance efficiency, maintainability, portability, security, and compatibility. The AHP pairing comparison method is used to select the three most important ISO characteristics. These three most important characteristics are then used to assess the application of sapawarga and propose recommendations for improvement. Based on expert judgment using ahp pair comparison methods, the three characteristics that most affect the application of sapawarga are functional suitability, usability, and performance efficiency with interest rates of 24.9%, 23.2%, 16.5%. Recommendations are proposed to improve the quality of these three characteristics.

Keywords: Sapawarga, ISO 25010, software quality management, AHP.
