

## DAFTAR ISI

|                                                                 |      |
|-----------------------------------------------------------------|------|
| ABSTRAK .....                                                   | ii   |
| <i>ABSTRACT</i> .....                                           | iii  |
| LEMBAR PENGESAHAN .....                                         | iv   |
| LEMBAR PERNYATAANORISINALITAS .....                             | v    |
| KATA PENGANTAR.....                                             | vi   |
| DAFTAR ISI .....                                                | vii  |
| DAFTAR TABEL.....                                               | x    |
| DAFTAR GAMBAR .....                                             | xi   |
| DAFTAR LAMPIRAN .....                                           | xii  |
| DAFTAR ISTILAH .....                                            | xiii |
| BAB I PENDAHULUAN .....                                         | 1    |
| I.1 Latar Belakang.....                                         | 1    |
| I.2 Rumusan Masalah .....                                       | 4    |
| I.3 Tujuan Tugas Akhir .....                                    | 4    |
| I.4 Batasan Tugas Akhir .....                                   | 4    |
| I.5 Manfaat Tugas Akhir .....                                   | 5    |
| I.6 Sistematika Penulisan .....                                 | 5    |
| BAB II LANDASAN TEORI .....                                     | 7    |
| II.1 Evaluasi .....                                             | 7    |
| II.2 Sistem Informasi (SI) .....                                | 8    |
| II.2.1 Kualitas Sistem Informasi .....                          | 8    |
| II.2.2 Dimensi Kualitas Sistem Informasi .....                  | 10   |
| II.3 Definisi ISO/IEC 25010:2011 .....                          | 11   |
| II.3.1 <i>Software Quality in Use</i> .....                     | 16   |
| II.3.2 <i>Software Quality Product</i> .....                    | 18   |
| II.4 Nota Dinas Elektronik (NDE) .....                          | 22   |
| II.5 Metode Penelitian <i>Mixed Method Research (MMR)</i> ..... | 23   |
| II.6 Metode Distribusi Sampel Simple.....                       | 25   |
| II.7 Pengujian Instrumen .....                                  | 26   |
| II.7.1 Uji Validitas .....                                      | 27   |
| II.7.2 Uji Reabilitas .....                                     | 27   |

|                                                         |                                                                 |    |
|---------------------------------------------------------|-----------------------------------------------------------------|----|
| II.8                                                    | <i>Statistical Package For The Social Sciences (SPSS)</i> ..... | 28 |
| II.9                                                    | Penelitian terdahulu .....                                      | 31 |
| BAB III METODOLOGI .....                                |                                                                 | 33 |
| III.1                                                   | Model Konseptual .....                                          | 33 |
| III.2                                                   | Sistematika Penulisan .....                                     | 35 |
| III.3                                                   | Pengumpulan Data .....                                          | 38 |
| III.3.1                                                 | Data Primer .....                                               | 39 |
| III.4                                                   | Pengolahan data .....                                           | 45 |
| III.4.1                                                 | Analisis Data Kuantitatif .....                                 | 45 |
| III.4.2                                                 | Analisis Data Kualitatif .....                                  | 48 |
| III.4.3                                                 | Analisis Data Deskriptif .....                                  | 49 |
| III.5                                                   | Metode Evaluasi .....                                           | 49 |
| III.6                                                   | Alasan Pemilihan Metode.....                                    | 50 |
| Bab IV PERSIAPAN DAN IDENTIFIKASI DATA PENELITIAN ..... |                                                                 | 51 |
| IV.1                                                    | Deskripsi Objek Penelitian .....                                | 51 |
| IV.1.1                                                  | Gambaran Tentang PT Telkom Indonesia (Persero) Tbk .....        | 51 |
| IV.1.2                                                  | Gambaran NOTA DINAS ELEKTRONIK (NDE) .....                      | 53 |
| IV.2                                                    | Penentuan Metode sampel .....                                   | 56 |
| IV.3                                                    | Distribusi Kuisioner.....                                       | 57 |
| IV.3.1                                                  | List Responden .....                                            | 59 |
| BAB V HASIL DAN PEMBAHASAN .....                        |                                                                 | 66 |
| V.1                                                     | Pengujian Validitas .....                                       | 66 |
| V.2                                                     | Pengujian Reliabilitas .....                                    | 70 |
| V.3                                                     | Analisis Deskriptif .....                                       | 74 |
| V.3.1                                                   | Karakteristik Effectiveness .....                               | 75 |
| V.3.2                                                   | Karakteristik <i>Freedom From Risk</i> .....                    | 77 |
| V.3.3                                                   | Karakteristik <i>Context Coverage</i> .....                     | 79 |
| V.4                                                     | Hasil Analisis Kualitatif.....                                  | 81 |
| V.4.1                                                   | Karakteristik Efektivitas (Effectiveness) .....                 | 81 |
| V.4.2                                                   | Karakteristik <i>Freedom from risk</i> .....                    | 84 |
| V.4.3                                                   | Karakteristik Context Coverage .....                            | 85 |
| BAB VI KESIMPULAN DAN SARAN .....                       |                                                                 | 89 |

|                       |    |
|-----------------------|----|
| VI.1 Kesimpulan ..... | 89 |
| VI.2 Saran .....      | 90 |
| DAFTAR PUSTAKA .....  | 91 |
| LAMPIRAN.....         | 95 |