

## ABSTRAK

Penelitian ini mengevaluasi kualitas aplikasi Gobis Suroboyo berdasarkan standar ISO/IEC 25010. Pendekatan yang digunakan adalah kuantitatif deskriptif, dengan data diperoleh melalui kuesioner yang mengacu pada delapan karakteristik ISO/IEC 25010: *Functional Suitability*, *Reliability*, *Performance Efficiency*, *Usability*, *Security*, *Compatibility*, *Maintainability*, dan *Portability*. Hasil menunjukkan bahwa kualitas aplikasi dinilai baik oleh pengguna, dengan skor tertinggi pada *Software Product Quality Model* (88,26%). Namun, beberapa kendala teknis masih ditemukan, seperti fitur GPS yang sering bermasalah dan kesulitan login saat trafik tinggi. Karakteristik *Portability* mendapat nilai terendah (54,92%), menunjukkan perlunya peningkatan agar aplikasi dapat berjalan optimal di berbagai platform. Secara keseluruhan, aplikasi telah memenuhi sebagian besar indikator kualitas berdasarkan ISO/IEC 25010.

**Kata kunci:** Kualitas Aplikasi, ISO/IEC 25010, Gobis Suroboyo, Skala Likert, Transportasi Publik

## ***ABSTRACT***

This study evaluates the quality of the Gobis Suroboyo application based on the ISO/IEC 25010 standard. A descriptive quantitative approach was used, gathering data via questionnaires referencing the eight ISO/IEC 25010 characteristics: Functional Suitability, Reliability, Performance Efficiency, Usability, Security, Compatibility, Maintainability, and Portability. The results indicate that users rate the application's quality as good, with the highest score achieved for the Software Product Quality Model (88.26%). However, some technical issues were still found, such as frequently malfunctioning GPS features and login difficulties during high traffic. The Portability characteristic received the lowest score (54.92%), indicating a need for improvement to ensure the application runs optimally across various platforms. Overall, the application has met most of the quality indicators based on ISO/IEC 25010.

**Keywords:** Application Quality, ISO/IEC 25010, Gobis Suroboyo, Likert Scale, Public Transportation