

# Pengukuran Quality of Experience (QoE) pengguna layanan berbasis internet of things di Jakarta smart city = The QoE (Quality of Experience) measurement of Internet of Things (IoT) Services in Jakarta Smart City

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## Abstrak

Penerapan Internet of Things di sektor perkotaan di Indonesia sudah meluas dengan semakin bermunculannya Smart City di berbagai kota di Indonesia, dengan Jakarta Smart City adalah salah satunya. Pengukuran QoE layanan berbasis Internet of Things di Jakarta Smart City belum pernah dilakukan padahal operasional layanan belum tentu menjamin tingkat kepuasan sesuai dengan yang diharapkan oleh penggunanya.

Penelitian ini bertujuan untuk mengukur QoE layanan berbasis Internet of Things di Jakarta Smart City.

Pengumpulan data dilakukan dengan metode survei kepada enam Dinas/SKPD maupun BUMD di Jakarta Smart City yang telah menerapkan Internet of Things dalam layanan mereka.

Hasil pengukuran QoE Internet of Things melaporkan bahwa nilai rata-rata untuk parameter non-fungsional berkisar pada rentang nilai 1.58 hingga 2.06 dan untuk parameter fungsional berkisar pada rentang 0.6 hingga 2.75 yang berarti bahwa layanan berbasis Internet of Things memberikan pengalaman yang lebih baik dan bahkan sangat baik kepada pengguna dibandingkan sebelum menggunakan Internet of Things. Seluruh hasil pengukuran QoE Internet of Things memberikan hasil positif yang memberikan kesimpulan bahwa Internet of Things berhasil diterapkan di Jakarta Smart City.

.....The application of the Internet of Things in the urban sector in Indonesia has expanded with the emergence of Smart City in various cities in Indonesia, with Jakarta Smart City is one of them. QoE measurement of the Internet of Things Services in Jakarta Smart City has never been done even though service operations do not necessarily guarantee the level of satisfaction as expected by its users.

This research aims to measure Internet of Things based services in Jakarta Smart City. Data collection was conducted by surveying six Dinas/SKPD and BUMD in Jakarta Smart City that had implemented the Internet of Things in their services.

The results of the QoE Internet of Things report that the mean values for non-functional parameters range from 1.58 to 2.06 and for functional parameters range from 0.6 to 2.75 which means that Internet of Things-based services provide a better and very good experience to users compared to before using the Internet of Things. All the results of the QoE Internet of Things measurements gave positive results which gave the conclusion that the Internet of Things was successfully implemented in Jakarta Smart City.