

**ANALISIS *USABILITY* DAN *USER EXPERIENCE* PADA SISTEM
INFORMASI PKL UNDIKSHA DENGAN METODE *COGNITIVE
WALKTHROUGH* (CW), *SYSTEM USABILITY SCALE* (SUS) DAN *USER
EXPERIENCE QUESTIONNAIRE* (UEQ) (PENAKSIRAN PADA
TAMPILAN MAHASISWA)**

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ABSTRAK

Riset ini dilatarbelakangi adanya kendala yang dialami *user* yang mana kendala itu mengacu pada perproblematisan *usability*. Sasaran riset ini yakni guna mengetahui dampak penaksiran *usability testing* dan rekomendasi perbaikan pada Sistem Informasi PKL Undiksha berlandaskan dampak *usability testing*. Mengevaluasi atau penaksiran Sistem Informasi PKL Undiksha diimplementasikan dengan menguji empat aspek *usability* dan *experiences*. Empat aspek *usability* yang diujikanyakni *learnability*, *effectiveness*, *efficiency*, *satisfaction* yang ditaksir mengaplikasikan metode *cognitive walkthrough*, SUS, dan UEQ. Pengumpulan statistik pada riset ini diimplementasikan dengan skenario tugas dan kuesioner yang disebar pada 20 mahasiswa *user* Sistem Informasi PKL Undiksha. Penaksiran pada riset ini diimplementasikan sebanyak 2 kali. Yang mana pada penaksiran awal guna menganalisis tingkat *usability* sebelum diberikan rekomendasi perbaikan. Pada penaksiran akhir atau penaksiran keduanya diimplementasikan dengan rekomendasi perbaikan berupa *prototype* dengan mengaplikasikan teori *eight golden rule*. Dampak yang diperoleh pada penaksiran awal pada aspek *learnability* 84.5%, guna aspek *effectiveness* 0.08, aspek *efficiency* 0.156541 goal/seconds, aspek *satisfaction* 63.5, dan *experience* menyandang *above average* (diatas rata-rata) pada skala *attractiveness*, *efficiency*, *dependability*, *stimulation*, dan *novelty*, namun skala *perspicuity* menyandang taksiran *below average* (dibawah rata-rata). Namun dampak penaksiran akhir sesuai menyandang rekomendasi perbaikan menyandang aspek *leanability* 96.36%, aspek *effectiveness* 0.014, aspek *efficiency* 0.04517 goal/seconds, aspek *satisfaction* 89.375, dan *experience* menyandang dampak *excellent* (bagus sekali) guna semua skala yang ada pada UEQ.

Kata Kunci: Sistem Informasi PKL Undiksha, *Usability Testing*, *Experience*, *Cognitive Walkthrough*

**ANALYSIS OF USABILITY AND USER EXPERIENCE IN THE UNDIKSHA
PKL INFORMATION SYSTEM USING THE COGNITIVE WALKTHROUGH
(CW), SYSTEM USABILITY SCALE (SUS) AND USER EXPERIENCE
QUESTIONNAIRE (UEQ) METHOD (TESTING ON STUDENT
INTERFACE)**

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ABSTRACT

This research is motivated by the issues experienced by users, which are related to usability problems. The aim of this study is to determine the results of usability testing and recommendations for improvements to the PKL Undiksha Information System based on the results of usability testing. The evaluation or testing of the PKL Undiksha Information System is conducted by testing four usability and experience aspects. The four tested usability aspects are learnability, effectiveness, efficiency, and satisfaction, which are measured using cognitive walkthrough, SUS, and UEQ methods. Data collection in this research is carried out using task scenarios and questionnaires distributed to 20 student users of the PKL Undiksha Information System. Testing in this study is conducted twice. The initial testing is to analyze the usability level before providing improvement recommendations. The final testing, or the second testing, is carried out with improvement recommendations in the form of a prototype using the eight golden rule theory. The results obtained from the initial testing for learnability are 84.5%, for effectiveness is 0.08, for efficiency is 0.156541 goal/seconds, for satisfaction is 63.5, and the experience receives above-average ratings in terms of attractiveness, efficiency, dependability, stimulation, and novelty scales, while the perspicuity scale receives below-average ratings. Meanwhile, the results of the final testing after receiving improvement recommendations show that learnability is 96.36%, effectiveness is 0.014, efficiency is 0.04517 goal/seconds, satisfaction is 89.375, and the experience is rated as excellent for all scales in the UEQ.

Keywords: *PKL Undiksha Information System, Usability Testing, Experience, Cognitive Walkthrough*