

**EVALUASI USABILITY SISTEM INFORMASI PENYIMPANAN
GLOBAL ISLAMIC BOARDING SCHOOL (SIPS) MENGGUNAKAN
METODE REMOTE USABILITY TESTING BERDASARKAN ISO 9241-**

11

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ABSTRAK

Sistem Informasi Penyimpanan Global Islamic Boarding School (SIPS) adalah teknologi sistem informasi yang digunakan untuk mengelola dan memanajemen inventori di Global Islamic Boarding School (GIBS). Berdasarkan wawancara dan observasi ditemukan beberapa permasalahan yaitu pada filterisasi data di beberapa fitur belum dapat digunakan secara maksimal, terlalu banyak pop-up yang muncul dan diperlukannya sebuah pintasan untuk memudahkan pengguna dalam menggunakan SIPS. Maka dari itu, penelitian ini bertujuan untuk mengevaluasi *usability* SIPS berdasarkan 3 aspek dari ISO 9241-11 yaitu efektifitas, efisiensi, dan kepuasan. Penelitian ini menggunakan metode *remote usability testing* dengan teknik *performance measurement*, *restropective think aloud* (RTA), dan *USE Questionnaire* serta dapat memberikan rekomendasi perbaikan terhadap SIPS berdasarkan hasil evaluasi yang dilakukan. Penelitian ini dilakukan dalam 2 siklus, pengujian awal dan pengujian akhir yang melibatkan 5 responden yaitu admin SIPS. Hasil pengujian awal pada aspek efektifitas mendapatkan rata-rata 99%, aspek efisiensi dengan persamaan *time based efficiency* mendapatkan rata-rata 0,05367 *goal/second* dan *overall relative efficiency* mendapatkan rata-rata sebesar 99% serta aspek kepuasan pada variabel *usefulness* 89%, *ease of use* 77%, *ease of learning* 82%, dan *satisfaction* 85%. Hasil pengujian akhir pada aspek efektifitas mendapatkan rata-rata 100%, aspek efisiensi dengan persamaan *time based efficiency* mendapatkan rata-rata 0,10702 *goal/second* dan *overall relative efficiency* mendapatkan rata-rata 100% serta aspek kepuasan pada variabel *usefulness* 99%, *ease of use* 94%, *ease of learning* 92%, *satisfaction* 94%.

Kata-kata kunci: evaluasi, *usability*, efektifitas, efisiensi, kepuasan.

***EVALUATION OF THE USABILITY OF THE GLOBAL ISLAMIC
BOARDING SCHOOL INFORMATION STORAGE SYSTEM (SIPS) USING
THE REMOTE USABILITY TESTING METHOD BASED ON ISO 9241-11***

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ABSTRACT

The Global Islamic Boarding School Storage Information System (SIPS) is an information system technology used to manage and administer inventory at the Global Islamic Boarding School (GIBS). Based on interviews and observations, several issues were identified, including suboptimal data filtering in some features, excessive pop-ups, and the need for shortcuts to facilitate user interaction with SIPS. Therefore, this research aims to evaluate the usability of SIPS based on three aspects of ISO 9241-11: effectiveness, efficiency, and satisfaction. This study employs remote usability testing methods using performance measurement techniques, retrospective think-aloud (RTA), and the USE Questionnaire, and provides recommendations for improving SIPS based on the evaluation results. The research consists of 2 cycles: initial testing and final testing involving 5 respondents who are SIPS admins. The initial testing results for effectiveness averaged 99%, efficiency aspects using the time-based efficiency equation averaged 0,05367goal/second, overall relative efficiency averaged 99%, and satisfaction aspects showed usefulness at 89%, ease of use at 77%, ease of learning at 82%, and satisfaction at 85%. The final testing results for effectiveness averaged 100%, efficiency aspects using the time-based efficiency equation averaged 0.10702 goal/second, overall relative efficiency averaged 100%, and satisfaction aspects showed usefulness at 99%, ease of use at 94%, ease of learning at 92%, and satisfaction at 94%.

Keywords: evaluation, usability, effectiveness, efficiency, satisfaction