

## ABSTRAK

**Parwata, I Ketut (2023)**, *Evaluasi Sistem Informasi Perpustakaan Universitas Pendidikan Ganesha pada Aspek Usability dengan Metode User Experience Questionnaire, Heuristic Evaluation dan Think Aloud*. Tesis, Ilmu Komputer, Program Pascasarjana, Universitas Pendidikan Ganesha.

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*Kata Kunci* : Usability, INLISLite 3.1, User experience Questionnaire (UEQ), Heuristic Evaluation, Think Aloud, end user, severity ratings, wireframe.

Perpustakaan Universitas Pendidikan Ganesha menggunakan aplikasi INLISLite 3.1 untuk memudahkan pelayanan dan pengelolaan perpustakaan. Aplikasi tersebut membantu perpustakaan dalam memonitor ketersediaan buku, memasukkan data buku baru, peminjaman dan pengembalian buku, sampai pelaporan. Penelitian ini dilakukan dalam rangka mengevaluasi kegunaan (*usability*) aplikasi INLISLite 3.1 untuk mengetahui tingkat efektivitas aplikasi, kepuasan pengguna, dan beberapa masalah yang masih terjadi. Efektivitas aplikasi dan kepuasan pengguna diuji dengan *User Experience Questionnaire (UEQ)*, sementara kesalahan yang masih berpeluang terjadi diuji melalui *Heuristic Evaluation* dan *Think Aloud Evaluation*. Data hasil penelitian berupa data kualitatif dari hasil *Heuristic Evaluation* dan *Think Aloud Evaluation*, sedangkan data kuantitatif dari hasil *UEQ*. Hasil *UEQ* terhadap 25 pengguna menyatakan bahwa aspek kejelasan dan kebaruan mendapatkan hasil diatas rata-rata, yang artinya 25% produk dataset dianggap lebih baik, sedangkan 50% produk lainnya dianggap lebih buruk. Kemudian untuk aspek daya tarik, efisiensi, ketepatan dan stimulasi mendapat hasil yang baik, yang berarti 10% produk dataset dianggap lebih baik, sedangkan 75% produk lainnya dianggap lebih buruk. Hasil *Heuristic Evaluation* dilakukan oleh 3 evaluator ahli diketahui bahwa tidak ada permasalahan yang memiliki *severity ratings* tertinggi yang harus segera diperbaiki. Hanya ada *minor problem* sebanyak 2 permasalahan dan *cosmetic problem* sebanyak 8 permasalahan. Hasil *Think Aloud* terhadap 10 pengguna didapatkan masalah yang rata-rata mengalami masalah yang sama dalam penggunaannya. Data yang telah diperoleh dari ketiga metode nantinya akan digunakan sebagai acuan rekomendasi perbaikan aplikasi dalam bentuk *wireframe*.

## ABSTRAC

**Parwata, I Ketut (2023)**, *Evaluation of Ganesha Education University Library Information System on Usability Aspect with User Experience Questionnaire, Heuristic Evaluation and Think Aloud Methods*. Thesis, Computer Science, Post Graduate Study Program, Ganesha University of Education.

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Keywords: Usability, INLISLite 3.1, User experience Questionnaire (UEQ), Heuristic Evaluation, Think Aloud, end user, severity ratings, wireframe.

The Ganesha University of Education Library uses the INLISLite 3.1 application to facilitate library services and management. The application helps the library in monitoring book availability, entering new book data, borrowing books, returning books, and reporting. This research was conducted in order to evaluate the usability of the INLISLite 3.1 application to determine the level of application effectiveness, user satisfaction, and some problems that still occur. Application effectiveness and user satisfaction are tested with the User Experience Questionnaire (UEQ), while errors that are still likely to occur are tested through Heuristic Evaluation and Think Aloud Evaluation. The research data is in the form of qualitative data from the results of Heuristic Evaluation and Think Aloud Evaluation, while quantitative data is from the UEQ results. The UEQ results for 25 users state that the clarity and novelty aspects get above average results, which means 25% of dataset products are considered better while the other 50% of products are considered worse. Then for the aspects of Attractiveness, Efficiency, Accuracy, and Stimulation got good results, which means 10% of dataset products are considered better while 75% of other products are considered worse. The results of the Heuristic Evaluation conducted by three expert evaluators showed that there were no problems that had the highest severity ratings that needed to be fixed immediately. There are only two minor problems and eight cosmetic problems. The results of Think Aloud on 10 users revealed problems that on average experience the same problems in their use. The data that has been obtained from the three methods will later be used as a reference for application improvement recommendations in the form of wireframes.