

ABSTRAK

Sadewa, Made Yuda (2025), *Evaluasi Usability Sistem Manajemen Issue Undiksha (Missu) Dengan Metode System Usability Scale, Concurrent Think Aloud, dan Mouse Tracking*. Tesis, Ilmu Komputer, Program Pascasarjana, Universitas Pendidikan Ganesha.

Kata-kata kunci: evaluasi usability, sistem manajemen issue undiksha (MISSU), *system usability scale, concurrent think aloud, mouse tracking*.

Evaluasi *usability* Sistem Manajemen Issue Undiksha (MISSU) dilakukan pada aspek: 1) tingkat penerimaan, 2) efektivitas, 3) efisiensi, dan 4) tingkat frustrasi pengguna saat menangani *issue* yang ada di lingkup Universitas Pendidikan Ganesha. Penelitian ini bertujuan untuk mendapatkan hasil evaluasi dan merumuskan rekomendasi perbaikan sistem untuk pengembangan sistem di lingkup universitas. Populasi sekaligus menjadi sampel penelitian ini adalah pegawai Undiksha berjumlah 30 orang. Metode yang digunakan yaitu: *System Usability Scale (SUS)*, *Concurrent Think Aloud*, dan *mouse tracking*. Nilai SUS sebesar 80,5 yaitu *excellent* dan diterima untuk digunakan. Hasil efektivitas dari perhitungan *success rate* menunjukkan hasil sangat efektif dengan nilai 98,3% untuk responden pemula dan 98,2% untuk mahir. Hasil efisiensi yang dihitung dengan *time base efficiency* menunjukkan hasil sangat cepat (2,96 menit) responden mahir dan kategori cepat (7,55 menit) untuk pemula. Halaman yang cukup signifikan menyebabkan frustrasi pada kedua jenis responden dikarenakan nilai *friction* lebih kecil dari RNFG-pemula dan RNFG-mahir yaitu: halaman *issue-to-me*, *detail-issue*, *dashboard*, dan laporan kegiatan. Halaman yang cukup signifikan menyebabkan frustrasi yaitu halaman *login*, *edit-issue*, *progres-issue*, *profil*, dan *selesai-issue*. Rekomendasi perbaikan dirancang berdasarkan hasil evaluasi dan prinsip *eight golden rules* dalam bentuk *high fidelity wireframe*.

ABSTRACT

Sadewa, Made Yuda (2025), "Usability Evaluation of Manajemen Issue Undiksha System (Missu) with System Usability Scale, Concurrent Think Aloud, and Mouse Tracking Methods". Thesis, Computer Science, Postgraduate Program, Ganesha University of Education

Keywords: usability evaluation, manajemen issue undiksha system (MISSU), system usability scale, concurrent think aloud, mouse tracking.

The present study aims to evaluate the usability of the Manajemen Issue Undiksha (MISSU) system in terms of the following aspects: 1) level of acceptance, 2) effectiveness, 3) efficiency, and 4) level of user frustration when handling issues within Ganesha University of Education. The population as well as the sample of this study were Undiksha employees totalling 30 people. The methodology employed comprised the System Usability Scale (SUS), Concurrent Think Aloud, and mouse tracking. The SUS value of 80.5 is regarded as excellent and acceptable for use. The effectiveness results of the success rate calculation demonstrate a very effective outcome with a value of 98.3% for beginner respondents and 98.2% for advanced respondents. The efficiency results, calculated by time-based efficiency, demonstrate that the advanced respondents completed the task in an expeditious manner (2.96 minutes), while the beginner respondents exhibited a moderate level of efficiency (7.55 minutes). The pages that elicited frustration in both types of respondents, as indicated by friction values that were less than RNFG-beginner and RNFG-advanced, were identified as the issue-to-me, detail-issue, dashboard, and activity report pages. The login, edit-issue, progress-issue, profile, and finish-issue pages were identified as those that significantly cause frustration. The improvement recommendations were designed based on the evaluation results and the eight golden rules principles in the form of highfidelity wireframes.