

EVALUASI *USABILITY* SISTEM INFORMASI DAN APLIKASI PENGADAAN (*SiAP*) BAGIAN PENGADAAN BARANG/JASA SEKRETARIAT DAERAH KABUPATEN BULELENG DENGAN METODE *USABILITY TESTING*

Oleh

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ABSTRAK

Bagian Pengadaan Barang/Jasa Sekretariat Daerah Kabupaten Buleleng menerapkan Sistem Informasi dan Aplikasi Pengadaan (*SiAP*) dalam mendukung agar terciptanya pelayanan proses pengadaan barang/jasa yang optimal.

Penelitian ini berfungsi untuk mengevaluasi aspek *usability* Sistem Informasi dan Aplikasi Pengadaan (*SiAP*) dengan metode *usability testing* berdasarkan tiga aspek *usability* yang diuji yaitu efektivitas, efisiensi, serta kepuasan pengguna. Teknik yang digunakan meliputi : Teknik *Performance Measurement* digunakan untuk mengukur aspek efektivitas dan efisiensi, sedangkan teknik *concurrent think aloud* dan kuesioner *SUS* digunakan untuk mengukur aspek kepuasan pengguna.

Pengujian *usability* dilakukan terhadap 12 responden operator pengguna pejabat penatausahaan keuangan yang ada di Kabupaten Buleleng. Hasil dari pengujian menunjukkan bahwa: (1) Sistem Informasi dan Aplikasi Pengadaan (*SiAP*) sudah efektif dilihat dari skor akhir yang dihasilkan lebih besar dari nilai rata-rata yaitu sebesar 86%; (2) Sistem Informasi dan Aplikasi Pengadaan (*SiAP*) sudah efisien dilihat dari tidak adanya perbedaan waktu yang signifikan antara responden mahir dan pemula saat melakukan pengujian; (3) Pengguna sudah puas menggunakan Sistem Informasi dan Aplikasi Pengadaan (*SiAP*) karena nilai akhir yang dihasilkan dari kuesioner *SUS* sebesar 71,875 secara keseluruhan; (4) Rekomendasi perbaikan Sistem Informasi dan Aplikasi Pengadaan (*SiAP*) didapat dari hasil *usability testing* terhadap responden serta dari teori *eight golden rules*, aturan yang paling sering dilanggar oleh sistem yakni aturan nomer satu “konsistensi” pada tampilan, penggunaan warna serta penggunaan tulisan.

Kata Kunci: *Usability Testing, Performance Measurement, Concurrent Think Aloud, System Usability Scale.*

**USABILITY EVALUATION OF INFORMATION SYSTEM AND
PROCUREMENT APPLICATION (SiAP) THE PROCUREMENT OF
GOODS / SERVICES SECRETARIAT REGIONAL BULELENG REGENCY
USING USABILITY TESTING METHOD**

By

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ABSTRACT

The Procurement Goods/Services Section of the Buleleng Regency Regional Secretariat applies the Procurement Information and Application System (SiAP) to support the creation of optimal goods / services procurement processes.

This study serves to evaluate aspects of the usability of Information Systems and Procurement Applications (SiAP) with the usability testing method based on three aspects of usability tested, namely effectiveness, efficiency, and user satisfaction. The techniques used include : Performance Measurement Techniques used to measure aspects of effectiveness and efficiency, while concurrent think aloud techniques and SUS questionnaires are used to measure aspects of user satisfaction.

Usability testing was conducted on 12 respondents who were users of financial administration officials in Buleleng Regency. The results of the test show that: (1) Information Systems and Procurement Applications (SiAP) have been effectively seen from the final score produced greater than the average value of 86%; (2) Information Systems and Procurement Applications (SiAP) have been efficiently seen from the absence of significant time differences when testing between advanced respondents and beginners; (3) Users are satisfied using the Procurement Information and Application System (SiAP) because the final value generated from the SUS questionnaire is 71.875 overall; (4) Recommendations for improvement of Information Systems and Procurement Applications (SiAP) are obtained from the results of usability testing of respondents as well as from the theory of eight golden rules, the rules most often violated by the system are the number one rule "consistency" in appearance, use of color and use of writing.

Keywords: *Usability Testing, Performance Measurement, Concurrent Think Aloud, System Usability Scale.*