

DAFTAR PUSTAKA

- Administrations, N. A. A. S. (n.d.). *NASA Task Load Index (TLX)*. Retrieved February 7, 2020, from (<https://humansystems.arc.nasa.gov/groups/TLX/>)
- Alturki, R., & Gay, V. (2017). Usability Testing of Fitness Mobile Application : Methodology and Quantitative Results. *Computer Science & Information Technology (CS & IT)*, September, 97–114. (<https://doi.org/10.5121/csit.2017.71108>)
- Badriah, A. S., & Sari, P. K. (2019). Uji Usability Pada Penggunaan Aplikasi Gowes Di Telkom. *E-Proceeding of Management*, 6(2), 2864–2872.
- Bangor, A., Kortum, P., & Miller, J. (2009). Determining what individual SUS scores mean: adding an adjective rating scale. *Journal of Usability Studies*, 4(3), 114–123.
- Baravalle, A., & Lanfranchi, V. (2003). Remote Web usability testing. *Behavior Research Methods, Instruments, and Computers*, 35(3), 364–368. (<https://doi.org/10.3758/BF03195512>)
- Brooke, J. (2013). SUS: A Retrospective John. *Journal of Usability Studies*, 8(2), 29–40.
- Chandler, P., & Sweller, J. (1994). Why Some Material is Difficult to Learn. *Cognition and Instruction*, 12(3), 185–233.
- Danandjaja. (2012). *Metodologi Penelitian Sosial Disertai Aplikasi SPSS For Windows*. Yogyakarta: Graha Ilmu.
- Ersa, A. M. (2015). Usability Evaluation Website E-Government Layanan Aspirasi dan Pengaduan Online (LAPOR!). *Skripsi*.
- Farouqi, M. I., Aknuranda, I., & Herlambang, A. D. (2018). Evaluasi Usability pada Aplikasi Go-Jek Dengan Menggunakan Metode Pengujian Usability. *Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 2(10), 3150–3156. (<http://j-ptiik.ub.ac.id/index.php/j-ptiik/article/download/2396/947/>)
- Fauzi, N., Az-zahra, H. M., & Kharisma, A. P. (2019). Analisis Usability Aplikasi Perangkat Bergerak Jual Beli Online dengan Model People At The Center of Mobile Application Development (PACMAD) (Studi Kasus : Tokopedia , Bukalapak dan Shopee). *Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 3(3), 2552–2557.
- Gatsou, C., Politis, A., & Zevgolis, D. (2013). Exploring inexperienced user performance of a mobile tablet application through usability testing. *2013 Federated Conference on Computer Science and Information Systems, FedCSIS 2013*, 557–564.
- Handiwidjojo, W., & Ernawati, L. (2016). Pengukuran Tingkat Ketergunaan (Usability) Sistem Informasi Keuangan Studi Kasus : Duta Wacana Internal Transaction (Duwit). *Juisi*, 02(01), 49–55.

- Harrison, R., Flood, D., & Duce, D. (2013). Usability of mobile applications: literature review and rationale for a new usability model. *Journal of Interaction Science*, 1(1), 1. (<https://doi.org/10.1186/2194-0827-1-1>)
- Hasibuan, A., & Krianto Sulaiman, O. (2019). Smart City, Konsep Kota Cerdas Sebagai Alternatif Penyelesaian Masalah Perkotaan Kabupaten/Kota, Di Kota-Kota Besar Provinsi Sumatera Utara. *Buletin Utama Teknik*, 14(2), 1410–4520.
- Hendrawan, B., Ansori, M., & Hidayat, R. (2013). Pengukuran dan Analisis Beban Kerja Pegawai Bandara Hang Nadim Jurusan Manajemen Bisnis Politeknik Negeri Batam. *Jurnal Akuntansi, Ekonomi Dan Manajemen Bisnis*, 3(1), 55–67.
- Krug, S. (2014). Don't make me think, revisited: a common sense approach to Web usability. In E. Bayle (Ed.), *Choice Reviews Online* (Third Edit, Vol. 51, Issue 11). United States of America: New Riders of Peachpit, a division of Pearson Education. (<https://doi.org/10.5860/choice.51-6218>)
- Lestari, S. (2014). Analisis Usability Web (Studi Kasus Website Umkm Binaan Bppku Kadin Kota Bandung). *Jurnal Ilmiah Teknologi Informasi Terapan*, 1(1), (halaman 46).
- Listikowati, A. D., Aknuranda, I., & Perdanakusuma, A. R. (2019). Evaluasi Usability Situs Web Sistem Informasi Perencanaan Pembangunan Daerah (SIPPD) v3.0 menggunakan Metode Usability Testing (Studi Kasus: Bappelitbangda Kota Batu). *Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 3(5), 4777–4786.
- Mifsud, J. (2011). *Usability Metrics – A Guide To Quantify The Usability Of Any System*. (<https://usabilitygeek.com/usability-metrics-a-guide-to-quantify-system-usability/>)
- Nielsen, J. (1993). *Usability Engineering*. United States of America: Academic Press.
- Nielsen, J. (2000). *Why You Only Need to Test with 5 Users*. (<https://www.nngroup.com/articles/why-you-only-need-to-test-with-5-users/>)
- Nielsen, J. (2001). *Success Rate: The Simplest Usability Metric*. (<https://www.nngroup.com/articles/success-rate-the-simplest-usability-metric/>)
- Nielsen, J. (2014). *Turn User Goals into Task Scenarios for Usability Testing*. (<https://www.nngroup.com/articles/task-scenarios-usability-testing/>)
- Pramono, W. A., Az-Zahra, H. M., & Rokhmawati, R. I. (2019). Evaluasi Usability pada Aplikasi MyTelkomsel dengan Menggunakan Metode Usability Testing. *Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 3(3), 2235–2242.
- Rizawanti, R., Arthana, I. K. R., & Suyasa, P. W. A. (2019). Usability Testing Pada Aplikasi Hooki Arisan Dengan Model Pacmad Menggunakan Pendekatan Gqm. *Kumpulan Artikel Mahasiswa Pendidikan Teknik Informatika*

- (*KARMAPATI*), 8(1), 33. (<https://doi.org/10.23887/karmapati.v8i1.16983>)
- Rubin, J., & Chisnell, D. (2008). *Of, Handbook Testing, Usability* (Second Edition, Issue 2). Canada: Wiley Publishing, Inc.
- Saleh, A., Bintiisamil, R., & Fabil, N. B. (2015). Extension of pacmad model for usability evaluation metrics using goal question metrics (Gqm) approach. *Journal of Theoretical and Applied Information Technology*, 79(1), 90–100.
- Sauro, J. (2012). *Measuring Errors in the User Experience*. (<https://measuringu.com/errors-ux/>)
- Shneiderman, B., Plaisant, C., Cohen, M., Jacobs, S., & Elmqvist, N. (2016). *Designing the User Interface: Strategies for Effective Human-Computer Interaction: Sixth Edition*. (<https://www.cs.umd.edu/users/ben/goldenrules.html>)
- Sriwulandari, A., Hidayati, H., & Pudjoatmojo, B. (2014). Analisis dan Evaluasi Aspek Usability Pada Web HRMIS Telkom University Menggunakan Usability Testing Analysis and Evaluation of Usability Aspects on Web HRMIS Telkom University Using Usability Testing. *E-Proceeding of Engineering*, 1(1), 537–542.
- Standard, I. (1998). *Iso 9241-11* (First edit, Vol. 1998). Switzerland: International Organization for Standardization.
- Stark, J. (2012). *The 10 principles of mobile interface design*. (<https://www.creativebloq.com/mobile/10-principles-mobile-interface-design-4122910>)
- Thomas, N. (2011). *How To Use The System Usability Scale (SUS) To Evaluate The Usability Of Your Website*. (<https://usabilitygeek.com/how-to-use-the-system-usability-scale-sus-to-evaluate-the-usability-of-your-website/>)
- Usability.Gov. (2020a). *Scenarios*. (<https://www.usability.gov/how-to-and-tools/methods/scenarios.html>)
- Usability.Gov. (2020b). *Usability Evaluation Basics*. (<https://www.usability.gov/what-and-why/usability-evaluation.html>)
- Utama. (2011). *Perbaikan User Interface Halaman Internet Banking Dengan Metode Usability Testing*. Universitas Indonesia.
- Wahyuningrum, T. (2019). *Kuesioner dalam pengujian usability*. (<http://tenia.dosen.itelkom-pwt.ac.id/2019/04/30/kuesioner-dalam-pengujian-usability/>)
- Wardhana, S. R. (2017). Analisis Sentimen Pada Opini Pengguna Aplikasi Mobile Untuk Evaluasi Faktor Kebergunaan. In *Tesis*. Institut Teknologi Sepuluh Noverber.
- Wernaart, G. (2012). *Cognitive Load Measurement : Different instruments for different types of load ?* Netherland : Master Onderwijskundig Ontwerp en Advisering Universiteit Utrecht. (

<http://dspace.library.uu.nl/handle/1874/280911>)

- Yusuf, A. M. (2014). *Metode Penelitian: Kuantitatif, Kualitatif, Dan Penelitian Gabungan*. Jakarta: Kencana.
- Zhang, D., & Adipat, B. (2005). Challenges, Methodologies, and Issues in the Usability Testing of Mobile Applications. *International Journal of Human-Computer Interaction*, 18(3), 269–292. (<https://doi.org/10.1207/s15327590ijhc1803>)
- Zuntriana, A. (2015). Uji Usabilitas Jarak Jauh (Remote Usability Testing) pada Portal Web Perpustakaan Nasional Republik Indonesia. *RECORD AND LIBRARY JOURNAL*, 1(0), 68–76.

