

## ABSTRAK

Mentayani, Ni Putu Anik (2026), Evaluasi Sistem E-AMI Universitas Primakara Dengan Metode *User Experience Questionnaire Plus* (UEQ+) Dan Design Sprint. Tesis, Ilmu Komputer, Program Pascasarjana, Universitas Pendidikan Ganesha.

Tesis ini disetujui dan diperiksa oleh Pembimbing I: Prof. Dr. I Made Candiasa, M.I.Kom. dan Pembimbing II Dr. I Made Gede Sunarya, S.Kom., M.Cs.

Kata kunci: Audit Mutu Internal, *Design Sprint*, E-AMI, *Importance-Performance Analysis* (IPA), *User Experience Questionnaire Plus* (UEQ+).

Sistem E-AMI digunakan sebagai sarana penjaminan mutu akademik di Universitas Primakara. Meskipun telah mendukung pelaksanaan Audit Mutu Internal secara digital, diduga masih ada beberapa kendala yang memengaruhi pengalaman pengguna, terutama pada aspek tampilan, navigasi, dan dukungan fitur. Penelitian ini bertujuan untuk mengevaluasi pengalaman pengguna pada sistem E-AMI, mengidentifikasi aspek yang memerlukan perbaikan, serta merancang dan memvalidasi solusi perbaikan yang berorientasi pada pengguna. Penelitian ini menggunakan pendekatan *mixed methods* dengan desain *multiphase* yang terdiri atas evaluasi sistem, pengembangan solusi, dan validasi prototipe. Data dikumpulkan melalui observasi, wawancara semi-terstruktur, dan penyebaran *User Experience Questionnaire Plus* (UEQ+) kepada 41 responden yang terdiri dari admin, auditor, dan *auditee*. Hasil evaluasi dianalisis menggunakan UEQ+, *Key Performance Indicator* (KPI), dan *Importance Performance Analysis* (IPA). Temuan yang diperoleh kemudian digunakan sebagai dasar perancangan solusi melalui pendekatan *Design Sprint*. Prototipe yang dihasilkan selanjutnya divalidasi menggunakan Maze dan UEQ+ dengan melibatkan 14 partisipan. Hasil evaluasi awal menunjukkan bahwa sistem E-AMI memperoleh nilai KPI sebesar 2,10 yang termasuk dalam kategori baik. Analisis IPA mengidentifikasi lima dimensi yang menjadi prioritas utama perbaikan, yaitu *Visual Aesthetics*, *Novelty*, *Attractiveness*, *Stimulation*, dan *Value*. Berdasarkan temuan tersebut, dikembangkan prototipe yang berfokus pada peningkatan kualitas visual, penyederhanaan alur kerja, perbaikan navigasi, dan penyempurnaan fitur pendukung audit. Hasil pengujian Maze menunjukkan pada bagian admin *task success rate* sebesar 100% dan *drop-off rate* sebesar 0%, dan *misclick* 0%, pada bagian auditor *task success rate* sebesar 100% dan *drop-off rate* sebesar 0%, dan meskipun masih ditemukan *misclick rate* sebesar 23,7%, dan hasil pengujian pada *auditee task success rate* sebesar 100% dan *drop-off rate* sebesar 0%, dan masih ditemukan *misclick rate* sebesar 6,3%. Selain itu, hasil evaluasi ulang menggunakan UEQ+ menunjukkan peningkatan pada seluruh 15 skala yang diukur. Nilai KPI meningkat dari 2,10 menjadi 2,62 dan mencapai kategori sangat baik, dengan peningkatan terbesar pada dimensi *Visual Aesthetics*. Penelitian ini menunjukkan bahwa integrasi UEQ+, IPA, *Design Sprint*, dan pengujian *Usability* mampu mengidentifikasi permasalahan pengalaman pengguna secara komprehensif serta menghasilkan solusi perbaikan yang meningkatkan kualitas pengalaman pengguna pada sistem E-AMI.

## **ABSTRACT**

*Mentayani, Ni Putu Anik (2026), Evaluation of the Primakara University E-AMI System Using the User Experience Questionnaire Plus (UEQ+) and Design Sprint. Master's Thesis, Computer Science Study Program, Postgraduate Program, Ganesha University of Education.*

*This thesis has approved and reviewed by 1<sup>st</sup> Supervisor, Prof. Dr. I Made Candiasa, M.I.Kom., and 2<sup>nd</sup> Supervisor, Dr. I Made Gede Sunarya, S.Kom., M.Cs.*

*Keywords: Internal Quality Audit, Design Sprint, E-AMI, Importance-Performance Analysis (IPA), User Experience Questionnaire Plus (UEQ+).*

*The E-AMI system is used as an academic quality assurance platform at Primakara University. Although it has supported the implementation of Internal Quality Audits (IQA) in a digital environment, several issues are believed to affect the user experience, particularly in terms of visual design, navigation, and supporting features. This study aims to evaluate the user experience of the E-AMI system, identify aspects requiring improvement, and design and validate user-centered solutions. A mixed-methods approach with a multiphase design was employed, consisting of system evaluation, solution development, and prototype validation. Data were collected through observations, semi-structured interviews, and the User Experience Questionnaire Plus (UEQ+) administered to 41 respondents comprising administrators, auditors, and auditees. The evaluation results were analyzed using the UEQ+, Key Performance Indicator (KPI), and Importance-Performance Analysis (IPA). The findings were subsequently used as the basis for designing improvement solutions through the Design Sprint approach. The resulting prototype was validated using Maze Usability Testing and the UEQ+, involving 14 participants. The initial evaluation showed that the E-AMI system achieved a KPI score of 2.10, which falls into the good category. The IPA identified five dimensions as the highest priorities for improvement: Visual Aesthetics, Novelty, Attractiveness, Stimulation, and Value. Based on these findings, a prototype was developed focusing on enhancing visual quality, simplifying workflows, improving navigation, and refining audit-supporting features. The Maze Usability Testing results indicated that the administrator prototype achieved a 100% task success rate, a 0% drop-off rate, and a 0% misclick rate. The auditor prototype achieved a 100% task success rate and a 0% drop-off rate, although a 23.7% misclick rate was still observed. Similarly, the auditee prototype achieved a 100% task success rate and a 0% drop-off rate, with a remaining misclick rate of 6.3%. Furthermore, the post-evaluation using the UEQ+ demonstrated improvements across all 15 measured scales. The overall KPI increased from 2.10 to 2.62, reaching the excellent category, with the greatest improvement observed in the Visual Aesthetics dimension. These findings indicate that the integration of the UEQ+, IPA, Design Sprint, and Usability Testing effectively identified user experience issues comprehensively and produced improvement solutions that significantly enhanced the user experience of the E-AMI system.*