

**MENGUKUR TINGKAT USABILITY PADA SISTEM SILIDIA  
UNDIKSHA MENGGUNAKAN METODE HEURISTIC EVALUATION  
DAN SYSTEM USABILITY SCALE (SUS)**

Oleh

**Ni Komang Viki Mega Noviyanti, NIM. 1705021018**

**Program Studi Manajemen Informatika**

**Jurusan Teknik Informatika**

**ABSTRAK**

Sistem Penelitian dan Pengabdian Kepada Masyarakat (Silidia) merupakan salah satu sistem yang ada di Universitas Pendidikan Ganesha, dimana sistem ini dibuat bertujuan untuk membantu para dosen melakukan pengajuan suatu penelitian dan pengabdian kepada masyarakat. Sistem ini masih baru dan perlu dilakukannya evaluasi usabitasnya, agar nantinya sistem ini sesuai dengan keinginan dan kebutuhan penggunanya. Metode yang digunakan pada penelitian ini adalah *Heuristic Evaluation* dan *System Usability Scale (SUS)*. Metode *heuristic evaluation* melibatkan *expert IT* dalam proses evaluasinya, sedangkan *System Usability Scale (SUS)* menggunakan kuesioner dengan melibatkan pengguna (dosen Undiksha). Hasil yang didapat dari metode *heuristic evaluation* adalah sebanyak 11 rekomendasi perbaikan yang diberikan oleh 3 *evaluator* dan untuk metode *System Usability Scale (SUS)* memperoleh nilai 67,016 dimana berarti memiliki nilai "OK" untuk *adjective ratings*, memiliki skala "D" untuk *grade scale*, dan memiliki nilai "MARGINAL" untuk *acceptability ranges* yang dapat diartikan bahwa sistem Silidia Undiksha ini mendapat penilaian rendah dan masih belum dapat memenuhi kepuasan penggunanya. Dasar perbaikan sistem Silidia Undiksha menggunakan rekomendasi *expert* dan juga dipadukan dengan panduan pembuatan desain sistem berdasarkan *Guidelines Health and Human Service (HHS)*.

**Kata Kunci :** *Usability*, Sistem Silidia Undiksha, *Heuristic Evaluation*, *System Usability Scale (SUS)*, *Guidelines Health and Human Service (HHS)*.

**MEASURING LEVELS USABILITY ON SILIDIA UNDIKSHA SYSTEM  
USING METHOD HEURISTIC EVALUATION AND SYSTEM USABILITY  
SCALE (SUS)**

*By*

**Ni Komang Viki Mega Noviyanti, NIM. 1705021018**

*Informatics Management Study Program, Informatics  
Engineering Department*

**ABSTRACT**

The Research and Community Service System (Silidia) is one of the existing systems at the Ganesha University of Education, where this system is designed to help lecturers submit research and community service submissions. This system is still new and it is necessary to evaluate its usability, so that later this system is in accordance with the wishes and needs of its users. The method used in this research is Heuristic Evaluation and System Usability Scale (SUS). The method heuristic evaluation involves experts IT in the evaluation process, while the System Usability Scale (SUS) uses a questionnaire involving users (Undiksha lecturers). The results obtained from the method heuristic evaluation were 11 recommendations for improvement given by 3 evaluators and for the System method Usability Scale (SUS) obtained a value of 67.016 which means that it has an "OK" value for adjective ratings, has a "D" for the scale grade scale, and has a value of "MARGINAL" for acceptability ranges, which means that the Silidia Undiksha system has a low rating and is still unable to meet user satisfaction. The basis for improving Undiksha's Silidia system uses recommendations expert and is also combined with a system design based on the guideline Health and Human Service (HHS).

**Keywords :** Usability, Sistem Silidia Undiksha, Heuristic Evaluation, System Usability Scale (SUS), Guidelines Health and Human Service (HHS).