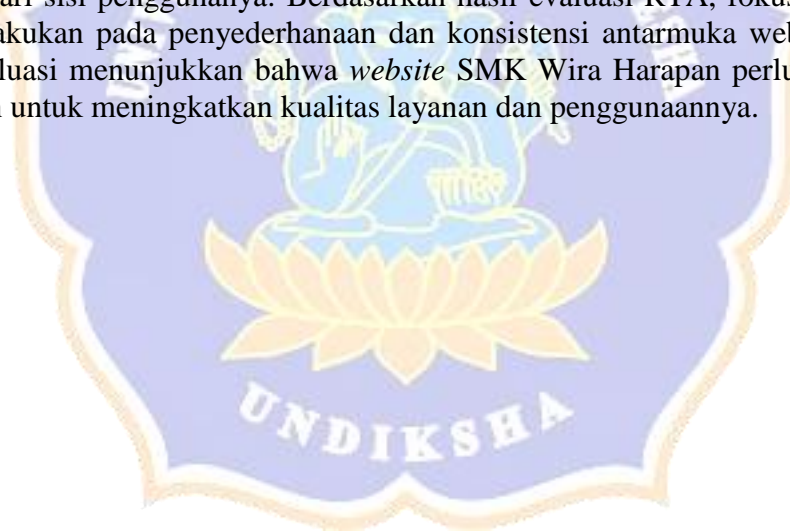


## ABSTRAK

**Hariyanti (2020)**, *Usability Testing* pada Website SMK Wira Harapan dengan Metode *Retrospective Think Aloud*, *Performance Measurement*, dan *Heuristic Evaluation*. Tesis, Ilmu Komputer, Pascasarjana, Universitas Pendidikan Ganesha.

**Kata kunci** : *usability, user experience, retrospective think aloud, performance measurement, heuristic evaluation.*

Permasalahan kebermanfaatan website SMK Wira Harapan memberikan pengaruh langsung pada kualitas informasi yang ingin disampaikan. Penelitian ini bertujuan mengevaluasi website SMK Wira Harapan menggunakan model evaluasi kebermanfaatan. Teknik *Retrospective Think Aloud* (RTA), *Performance Measurement* (PM), dan *Heuristic Evaluation* (HE) dalam evaluasi kebermanfaatan. Evaluasi ini dilakukan terhadap 20 responden, yang dipilih menggunakan teknik *stratified random sampling* dari 80 tenaga kependidikan dan 1013 peserta didik. Hasil evaluasi PM menunjukkan bahwa *website* SMK Wira Harapan belum efektif. Peserta didik memiliki tingkat kegagalan pengerjaan tugas sebesar 25% sedangkan tenaga pendidik sebesar jumlah rata-rata 59%. Nilai *severity rating* sebesar 2, menunjukkan bahwa tidak ada masalah *usability* pada *website* dari sisi penggunaanya. Berdasarkan hasil evaluasi RTA, fokus perbaikan dapat dilakukan pada penyederhanaan dan konsistensi antarmuka website. Hasil akhir evaluasi menunjukkan bahwa *website* SMK Wira Harapan perlu dilakukan perbaikan untuk meningkatkan kualitas layanan dan penggunaannya.



## ABSTRACT

**Hariyanti (2020)**, *Usability Testing for Website SMK Wira Harapan Application with Retrospective Think Aloud, Performance Measurement, and Heuristic Evaluation methods. Thesis, Computer Science, Graduate, Ganesha University of Education.*

Keywords: *usability, user experience, retrospective think aloud, performance measurement, heuristic evaluation.*

The problem of the usefulness of the SMK Wira Harapan website has a direct effect on the quality of the information to be conveyed. This study aims to evaluate the SMK Wira Harapan website using a usability evaluation model. Retrospective Think Aloud (RTA), Performance Measurement (PM), and Heuristic Evaluation (HE) Techniques in evaluating usefulness. This evaluation was carried out on 20 respondents, who were selected using the stratified random sampling technique from 80 education staff and 1013 students. The PM evaluation results show that the Wira Harapan Vocational School website is not yet effective. Students have a job failure rate of 25% while the teaching force is 59% on average. The severity rating is 2, indicating that there is no usability problem on the website from the user's point of view. Based on the results of the RTA evaluation, the focus of improvement can be made on simplification and consistency of the website interface. The final result of the evaluation shows that the SMK Wira Harapan website needs to be improved to improve the quality of service and its use.

