

ABSTRACT

USABILITY EVALUATION OF THE BINAR ACADEMY APPLICATION USING SYSTEM USABILITY SCALE AND COGNITIVE WALKTHROUGH METHODS

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The Binar Academy application is a product of the transformation of manual learning to digital. This edutech application aims as a means of conveying information to increase the development of community knowledge. This application has various features in it which of course help users in providing education remotely. The Binar application currently (January 2023) already has a total download of more than 500,000 downloads. Based on the reviews on Google Playstore, there are still various problems with the application, such as wasting time, forced closing, errors, etc. Based on the problems in this review, it is necessary to evaluate the usability of the application for future improvement. The method used in this evaluation is the system usability scale method with a total of 30 respondents to test user satisfaction and cognitive walkthrough to test learnability, errors and efficiency with 5 respondents. The initial stage was to identify problems with the Binar Academy application object. The next stage is to conduct a literature study related to the SUS and CW methods, followed by data collection using the SUS questionnaire and CW testing scenarios. From the evaluation results, it was found that the majority of users faced difficulties in using Binar Academy. The average SUS score was 63.17, indicating a "good" level of satisfaction. The evaluation with the Cognitive Walkthrough method also revealed obstacles in using the application and completing specific tasks. In conclusion, Binar Academy needs to make improvements in its interface and application functions to enhance usability and user satisfaction. By implementing appropriate improvements based on the evaluation findings, it is expected that Binar Academy will become more user-friendly and better meet the needs of its users.

Keywords: *Binar Academy, Usability, System Usability Scale, Cognitive Walkthrough*