

## **ABSTRACT**

# **USABILITY EVALUATION IN THE ONLINE RSMS APPLICATION USING THE SYSTEM USABILITY SCALE (SUS) METHOD**

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*The online RSMS application is one of the health service innovations that allows users to access various health services online. Reviews on the Google PlayStore show several issues such as difficulty registering online queues, changing passwords, using the app, and difficulties in registering accounts. This study aims to evaluate the satisfaction of users of online RSMS applications using the System Usability Scale (SUS) method. SUS was chosen because of its tested validity and speed in evaluating the usefulness of a product. The research data was collected through the distribution of questionnaires to respondents for primary data and scraping user review data from the Google PlayStore as secondary data. The results of the initial evaluation using the SUS method received a score of 71.53, which means that the application is in the good category, with the assessment level in category C and in the Acceptability ranges level it gets "Acceptable" which means the application is acceptable, but it still needs improvement to improve the quality of the usability of the application. The second evaluation result, which is the result of the design recommendation, shows a score of 82.47, which means that the application is in the excellent category, with the assessment scale in the "B" category and the Acceptability ranges level at the acceptable level, this shows that the application is good and acceptable to users. The findings underscore the importance of improvements to various features of the application, including an online queue registration system, a feature to add information on the queue number being called, and the appearance of the interface. The design recommendations provided include optimizing the user interface, improving the design of the online registration system, and adding features to the application. With this design recommendation, it is hoped that the online RSMS application can better meet the needs and expectations of users, as well as improve the overall quality of health services.*

**Keywords:** *usability, applications, system usability scale, hospitals.*