

ABSTRACT

USABILITY QUALITY TESTING ON BNI MOBILE BANKING APPLICATIONS USING THE SYSTEM USABILITY SCALE (SUS) METHOD (CASE STUDY IT TELKOM PURWOKERTO)

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Currently, information technology, especially in Indonesia, is developing rapidly. With advances in information and communication technology, everything has become easier for us to obtain the data we need anytime and anywhere. BNI mobile banking is one of the best mobile banking services. This bank is safe, easy and fast, offering services such as balance information transactions, transfers, credit purchases, etc., and can be accessed anywhere and at any time. It is expected that the software is designed to meet the user's desires, providing a satisfying experience. However, after checking reviews on the Google Play Store or Apps Store and user interviews, it turned out that some users complained about using the BNI Mobile Banking application. These problems include usability problems in the BNI Mobile Banking application. The System Usability Scale (SUS) method is used in this research to measure how satisfied users are with the BNI mobile banking application. Based on the recapitulation results of the System Usability Scale (SUS) questionnaire, it can be seen that the level of usability of the BNI mobile banking application is in the "C" category which has the description "Quite Decent" with an average score of 70,3316. It is quite feasible to show that the BNI mobile banking application can be used well. The interpretation for acceptability is known to be in the high category, so that users accept the BNI mobile banking application well. The Grade Scale is in category C, with the description Good in the adjective rating.

Keywords: Application, BNI, Mobile Banking, Usability, SUS.