

ABSTRACT

USAGE TESTING OF REPORTING AND DATEK MANAGED SERVICE OPERTAION (RIDEON) APPLICATIONS USING USABILITY SCALE SYSTEM AT MSO TELKOM REGIONAL III

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Advances in Information Technology are growing rapidly, everything can be done more easily, especially if it is assisted with the help of applications, including mobile applications. Mobile applications are widely used to help with daily work, the advantage of the mobile application itself is how easy and flexible it can be used anywhere, making it suitable for helping activities that have high mobility because it only requires a smartphone to use. The RIDEON application makes it easy for MSO units to view and search for data, which previously had to be viewed using google sheets first, now it can be viewed and accessed using a smartphone so it will feel its effectiveness. In using an application, it is necessary to evaluate its usability or usability, therefore testing is carried out to measure the level of satisfaction of the MSO unit with the RIDEON application using the System Usability Scale (SUS) method with 10 questions as a benchmark containing questions about the appearance and performance of the application. A total of 5 respondents were involved in this study by filling out a previously created questionnaire. Based on the test results, the total SUS score is 339 with the average value generated is 68, this shows the total SUS score on the RIDEON application is 68, which means that the user's Acceptability Range level is Marginal High, the Grade Scale level is category D, the level of Adjective Rating is users are in the OK and SUS categories. Percentile Rank score is at grade D. The RIDEON application still needs to be evaluated and developed further so that it can be more optimal in its use.

Keywords: Mobile Application, Usability, SUS