ABSTRACT

USABILITY TEST ON THE WEBSITE OF THE TELKOM PURWOKERTO INSTITUTE OF TECHNOLOGY LIBRARY USING THE SYSTEM USABILITY SCALE (SUS) AND COGNITIVE WALKTHROUGH METHODS

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One of the supports in higher education is the University Library. Higher education libraries have important roles such as processing, developing, maintaining collections of library materials, providing services, and organizing library administration. Along with the development of existing technology, previously conventional-based libraries have turned into digital-based libraries. Currently, many universities have digital-based libraries, one of which is the Telkom Purwokerto Institute of Technology (ITTP) which is located at the url: https://dlibrary.ittelkom-pwt.ac.id. This site has an average number of visitors per day, which is 19 people, while the number of ITTP academics in 2022 is 4,660 people. The low number of visitors to the library website shows that the site is rarely used by the ITTP academic community. One way to make the website attractive and frequented by users is to do a usability test. Usability testing in this study was carried out using the System Usability Scale (SUS) method on 20 respondents who had used the ITTP library website and Cognitive Walkthrough on 10 respondents, both those who had not and those who had used the ITTP library website, as well as the characteristics of the usability used, which is satisfaction with the System Usability Scale (SUS) method. Learnability, Efficiency, and Errors in the Cognitive Walkthrough were used in the method. Data collection was obtained by asking respondents to do tasks related to the features on the ITTP library website. After the analysis, it was found that the calculation results obtained a value of 55, 84% learnability, 0.03 seconds efficiency, and 34 times error. The results of the improvement recommendations obtained were the addition of a search feature on the top navbar, changing the description "for example: Arduino (Press Enter)" in the search column to "Search Your Book", increasing the search system to be more flexible, improving the system so that the "book" button can be used and functioning properly, adding a file upload feature on the service menu, adding information on library service hours on the main menu, and several displays that need to be tidied up so that users are more comfortable reading the data or information listed.

Keyword: Library, Website, Usability, System Usability Scale (SUS), Cognitive Walkthrough, Satisfaction, Learnability, Efficiency, Errors