

ABSTRACT

USABILITY EVALUATION IN LAKONE MOBILE APPLICATION VERSION 4.01 USING USABILITY SCALE SYSTEM

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Online services with the LAKONE application have the aim of reducing community restrictions when managing population data. The LAKONE application is still relatively new to use in Pematang Regency, with a rating on google play (27/10/2021) 2.0 out of a scale of 5. And getting 680 user reviews with 402 giving a rating of 1. Usability testing on applications that are already running will be able to determine the level of usability on the application, so usability testing on the LAKONE application can be carried out to determine the usability level of the application. In usability testing involving users as end users, the system usability scale can be used as a testing method. And to get the results of usability evaluation by conducting usability testing on the LAKONE application, 100 respondents were LAKONE application users aged 20 to 49 years. This research was conducted by providing a google form link that contains questions that must be answered by respondents. The results of the usability test on 100 respondents got an average SUS score of 58.68, these results state that the evaluation score of the system usability scale of the LAKONE mobile application is less than 80. The average score of the test results is interpreted on the scale to get grade D, in interpretation of acceptability ratings gets marginal category, and in interpretation of adjective ratings it is interpreted as OK..

Keyword: LAKONE, usability, system usability scale