

ABSTRACT

USER EXPERIENCE ANALYSIS USING USABILITY METRICS METHOD AND SYSTEM USABILITY SCALE (SUS) ON ANDROID APPLICATION IGRACIAS ITTP

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At this time mobile applications are growing rapidly, and increasingly diverse. With so many applications in circulation, mobile application developers are increasingly competing to make interesting applications, one of which is in terms of appearance or user interface and also in terms of user experience. Since its inception, the IGracias ITTP android application has never experienced usability analysis testing of the application. Analysis of the application is a step to determine the successful implementation of an application. The purpose of this study is to determine the level of user experience in the IGracias ITTP android application, as well as the implementation of the Usability Metrics and System Usability Scale (SUS) methods for usability analysis of the IGracias ITTP android application. The research was conducted by utilizing the maze application and google form to conduct testing. The analysis methods used in this study are Usability Metrics and System Usability Scale (SUS). The results of this study on the reliability test showed that the resulting question item of the cronbach's α score was 0.818, so that the results showed that the cronbach's α score was more than 0.7 and less than 0.9 so that it was stated that the item was a reliable question, furthermore, on the product correlation validity test Pearson Moments get a calculated score greater than t_{table} and the item is declared valid. Furthermore, the IGracias ITTP android application obtained a SUS score of 62, so that the IGracias ITTP android application was included in category D with adjective Ok, and for Usability it obtained a score of 60, and was included in the standard category.

Keywords : Application, User Interface, User Experience, Usability Metrics, System Usability Scale, Maze, Google Form.