

ABSTRACT

Licensing became one of the services provided by the Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) in Banyumas Regency. The licensing process is getting easier with SIPANJIMAS. Sistem Informasi Pelayanan Perizinan Banyumas (SIPANJIMAS). In its developments, SIPANJIMAS had problems, there was a bug in e-mail synchronization, some features that were still errors, and the permit update process did not immediately enter the system. There are still problems, so it is necessary to evaluate the usefulness of SIPANJIMAS. Usability aims to assess how SIPANJIMAS can be used. The System Usability Scale (SUS) method is used for SIPANJIMAS evaluation of the aspect of usability by the user. The evaluation can provide recommendations for improvement of errors found and an overview of the usability level of SIPANJIMAS, to achieve usability criteria, learnability, efficiency, memorability, errors and satisfaction. The results showed that the average usability SIPANJIMAS was 59,75 which is included in the "C" category which means "Quite Decent". It is quite worth pointing out that SIPANJIMAS can already be used, but it still cannot be said to be good.

Keywords : usability, system usability scale, information system, licensing.