

ABSTRACT

EVALUATION OF THE LEVEL OF USEFULNESS “JEKYONG” APPLICATION USING THE COMPUTER SYSTEM USABILITY QUESTIONNAIRE (CSUQ) METHOD

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Waste management is a systematic, comprehensive and continuous activity which includes waste decomposition and handling activities. Garbage degrades the quality of the environment, aesthetics, and disposal of waste into waterways causes flooding and environmental pollution. The government has introduced a new technological tool in the form of a garbage application, namely a mobile application called Jeknyong (Ojeke Inyong) which is a service application for picking up trash from households and having a transaction value. The Jeknyong application was created, which started with the problem of garbage piling up in landfills in Banyumas district. The Jeknyong application is in charge of transporting inorganic waste, the use of the Jeknyong application is not maximized because there are obstacles such as several features that are not functioning properly or are in the development stage. This study discusses the Evaluation of the Usability Level of the "Jeknyong" application using the Computer System Usability Questionnaire (CSUQ) method, where the level of usability or Usability testing is a technique to find out whether users can easily use the system, how efficiently and effectively a system can help users achieve their goals. Data collection in the study used a questionnaire with the subjects of the Banyumas community using the Jeknyong application. The results obtained were in the form of an index percentage of 85% in the Agree interval category. The results of the analysis on each, namely the first variable System Usefulness (SYSUSE) obtained a result of 5135 or were in the agree interval category, the second variable Information Quality (INFOQUAL) gets a result of 4588 or is in the Fairly Disagree category, the third variable Interface Quality (INTERQUAL) gets a result of 2039 or is in the Agree and the third variable Overall Usability (OVERALL) gets a result of 709 or is in the Strongly Agree interval category.

Keywords : CSUQ, Usability Testing, Jeknyong application, mobile, Rubbish.