

ABSTRACT

USABILITY ANALYSIS ON *myIndiHome* APPLICATION USING SYSTEM USABILITY SCALE (SUS) METHOD AND USE QUESTIONNAIRE

By

Shobari Irawan

19103158

In the modern era, the development of information technology is increasingly fast. This is supported by the increasing number of internet users. Based on consumer reviews ratings on Google Play Store, the myIndiHome app has received a one-star rating of 29,945 reviews with a 20.4% one-star rating percentage. The percentage of one-star ratings was obtained by looking at the ratings on Google Play Store. The aim of this research is to determine and analyze the myIndiHome app using the System Usability Scale (SUS) and USE Questionnaire method. From the Slovin formula calculation with a calculated population of 150,790, the minimum sample size was obtained to be 399 samples. The SUS questionnaire is a usability technique with 10 questions rated valid for all questions with a reliability value of 0.972. The result of the SUS questionnaire calculation shows that the myIndiHome app has a score of 61.84 and falls within the acceptable range, and in the adjective ratings marginal, it received an OK SUS rating with a grade scale of D, including the marginal low category, where the myIndiHome app is already acceptable but with a low level of acceptance. All question items in the questionnaire are considered valid based on the Pearson product-moment correlation test and have higher data reliability than the SUS questionnaire with a value of 0.989. Based on this, it can be stated that the USE questionnaire is better than the SUS questionnaire in the usability test. The USE questionnaire test of the myIndiHome app results in a value of 81% in the usefulness dimension, 82% in the ease of use dimension, 83% in the ease of learning dimension, and 82% for user satisfaction. Based on the average value of all dimensions, the app is considered very feasible with a value of 82%.

Key words : *myIndiHome, Usability, System Usability Scale, USE Questionnaire, Slovin*