ABSTRACT

USER EXPERIENCE EVALUATION ON THE SISTA WEBSITE USING MODERATED REMOTE USABILITY TESTING AND USER EXPERIENCE QUESTIONNAIRE (UEQ) METHODS

Author
Narantyo Maulana Adhi Nugraha
19104048

The Faculty of Informatics is one of the faculties of the Telkom Purwokerto Institute of Technology, which includes four study programs namely S1 Informatics Engineering, S1 Software Engineering, S1 Information Systems, and S1 Data Science. Based on the results of interviews with the representatives of the head of the expertise group, the problem that often occurs with final year students is that there is no appropriate time for each student by the supervising lecturer in carrying out final project guidance online and offline so that guidance becomes hampered and less than optimal. The purpose of this research is to know the performance of the system based on user experience. Meanwhile, the user experience evaluation process is carried out using the user experience questionnare (UEQ) method and moderated remote usability testing. The UEQ measurement results on the Sista website from the six categories obtained results, in the Attractivenes category with an average score of 2.222, the Perspicuity category got a score of 2.292, the Efficiency category got a score with an average of 2.242, the Dependability category got a score of 2.242, and the Stimulation got a score of 2.217, then for the Novelty category received an average score of 1.733. The results of the study by applying the moderated remote usability testing method on the performance metrics aspect by applying the effectiveness formula, each category gets an average score, namely in the student category obtaining a score of 96%, the supervisor or examiner category 100%, as well as in the academic category and the head of the expertise group with 100% value. These results show that moderated remote usability testing can identify from the user's point of view and can evaluate or redesign the website.

Keywords : website, sista, user experience questionnaire, moderated remote usability testing, user experience