ABSTRACT

ANALYSIS OF USER SATISFACTION LEVEL WITH SUS METHOD ON EMPLOYEE POTENTIAL DEVELOPMENT WEBSITE (CAKRAWALA) AT BUMA INC.

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Information technology is growing rapidly, operational activities in every company apply information technology to make their work easier. PT BUMA is a coal mining contractor company in Indonesia. Mining companies have many operational activities, therefore there are also many business processes for this type of company. The company divisions are well divided to support the company's business processes. Each division uses information technology to support the operational activities of each division. The large number of business processes that exist at PT BUMA, makes this company have a very large number of employees. The division that manages all employee activities, corporate values and corporate culture is the People and Culture division. All employees receive training to develop employee competence and potential, therefore to support the operational activities of the People and Culture division using information technology with a website-based platform. Cakrawala is a training platform for developing the potential and soft skills of employees at PT BUMA. This training can also be used as a benchmark for superiors in determining employee behavior and making BUMA employees have a better work culture. In implementing this website there are still many obstacles, including ineffective use, not well integrated, and an unattractive user interface. Therefore, an analysis of the satisfaction level of Cakrawala website users using the SUS method was carried out to determine user satisfaction when using the Cakrawala website. The calculation results show that the average score of the assessment using the SUS method is 70.05, meaning that the Cakrawala website has a fairly good level of user satisfaction, but it is still not at a satisfactory level. So, it takes website development with a simple appearance according to user needs for website optimization.

Keywords: *Cakrawala, User Satisfaction, SUS*