

ABSTRAK

Aplikasi USApp memungkinkan pengguna untuk mengakses fungsi layanan SIMAK UNSIL dengan mudah. Aplikasi tersebut menghadapi beberapa masalah terkait penggunaannya, sehingga dilakukan pengujian *usability* guna menilai kemudahan, efisiensi, kepuasan, kesalahan, dan daya ingat. Penilaian *usability* ini menggunakan teknik perhitungan *usability* dengan metode *Useful, Satisfaction and Ease of Use Questionnaire*. Penelitian ini menghasilkan skor untuk masing-masing variabel, yaitu *Usefulness* 77.8%, *Ease of use* 73.5%, *Ease of learning* 74.9%, dan *Satisfaction* 76.6%. Penilaian *usability* secara keseluruhan mendapatkan nilai sebesar 75.5% yang masuk ke dalam kategori “Layak”. Hasil dari penelitian ini dapat membantu pengembang aplikasi untuk meningkatkan *usability* aplikasi USApp dan memberikan pengalaman yang lebih baik bagi penggunanya.

Kata Kunci: USApp, *Usability*, *Use Questionnaire*

ABSTRACT

The USApp application allows users to easily access the features of the SIMAK UNSIL service. However, the application has faced some usability issues, which prompted usability testing to assess its ease of use, efficiency, satisfaction, errors, and recall. This usability assessment utilized the Usefulness, Satisfaction, and Ease of Use Questionnaire method for calculation. The research yielded scores for each variable: Usefulness scored 77.8%, Ease of use scored 73.5%, Ease of learning scored 74.9%, and Satisfaction scored 76.6%. The overall usability assessment received a score of 75.5%, categorizing it as "Acceptable." The findings from this research can assist the application developers in enhancing the usability of the USApp and providing a better user experience.

Keywords: *USApp, Usability, Use Questionnaire*