

## ABSTRAK

Aplikasi Wattpad dan Fizzo novel merupakan aplikasi *webnovel* gratis yang populer digunakan. Namun berdasarkan ulasan penggunanya di Google Play Store, masih ditemukan ulasan negatif terkait masalah usability pada kedua aplikasi tersebut. Oleh karena itu, dilakukan penelitian untuk menganalisis perbandingan tingkat usability *learnability*, *effectiveness*, *memorability*, *error* dan *satisfaction* pada aplikasi Wattpad dan Fizzo Novel. Hasil pengujian pada aplikasi Wattpad, menunjukkan tingkat *learnability* 89,28%, *efficiency* 0,05 *goals/sec*, *memorability* 92,85%, *error* 20%, dan *satisfaction* 77,3. Sedangkan pada aplikasi Fizzo novel didapatkan tingkat *learnability* sebesar 87,5%, *efficiency* 0,04 *goals/sec*, *memorability* 92,85%, *error* 20%, dan *satisfaction* 73,55. Hal ini menunjukkan bahwa secara umum aplikasi Wattpad lebih tinggi tingkat usabilitynya dibandingkan aplikasi Fizzo Novel. Pada tingkat *satisfaction* yang diuji dengan pengisian kuesioner SUS, Aplikasi Wattpad dan Fizzo novel termasuk ke dalam *grade C*, dengan sifat *Good* dan tingkat penerimaan aplikasi *acceptable*, yang artinya masih perlu perbaikan aplikasi meskipun dapat diterima dengan baik oleh penggunanya. Adapun kendala pada aplikasi yang dapat ditemukan adalah penataan *layout* yang kurang baik, terdapat fitur ganda dengan fungsi yang sama, filter pencarian yang kurang efektif, serta *bug* pada aplikasi.

**Kata kunci** : Fizzo Novel, Tingkat usability, *Usability testing*, Wattpad

## **ABSTRACT**

*The Wattpad and Fizzo novel applications are popular free webnovel applications. However, based on user reviews on the Google Play Store, negative reviews are still found regarding usability issues in the two applications. Therefore, a study was conducted to analyze the usability comparisons of learnability, effectiveness, memorability, error and satisfaction in the Wattpad and Fizzo Novel applications using the usability testing method. The test results on the Wattpad application showed a learnability rate of 91.07%, efficiency of 0.05 goals/sec, memorability of 92.85%, error of 20%, and satisfaction of 77.3. Whereas in the Fizzo novel application, the learnability level is 87.5%, efficiency is 0.04 goals/sec, memorability is 92.85%, error is 20%, and satisfaction is 73.55. This shows that in general the Wattpad application has a higher level of usability than the Fizzo Novel application. This shows that in general the Wattpad application has a higher level of usability than the Fizzo Novel application. At the level of satisfaction tested by completing the SUS questionnaire, the novel Wattpad and Fizzo applications are included in grade C, with good characteristics and an acceptable level of application acceptance, which means that the application still needs improvement even though it can be well received by users. The constraints on the application that can be found are the layout arrangement which is not good, there are multiple features with the same function, search filters that are less effective, and bugs in the application*

**Keywords:** Fizzo Novel, Usability level, Usability testing, Wattpad