

ABSTRACT

Siliwangi University Informatics Department website has an important role in supporting academic, administrative, and research activities. The main page of the website is considered by users to be not neatly organized because there are too many features that enter and there are several problems identified, including the lack of linkage or synchronization between the information provided by the faculty website and the department website, the placement of service layouts and academic information is less organized, users have difficulty finding specific information because different content is combined, there is music that plays automatically at the beginning of entering the website without a pause feature. In addition, no research has been conducted on measuring usability on the Informatics Department website with certain methods to users. The research aims to measure the level of usability on the website of the Informatics Department of Siliwangi University based on the Nielsen Model which includes Learnability, Efficiency, Memorability, Errors, and Satisfaction, and provides a recommendation model related to the problem. USE Questionnaire with Nielsen model for question making technique, data validity test with Pearson product moment and data reliability test with Cronbach's alpha. Data analysis combines SUS and USE Questionnaire calculations, and eligibility standards refer to the USE Questionnaire. The results of the study obtained a learnability value of 53%, efficiency 52%, memorability 53%, errors 53%, satisfaction 52% and system usability 54%. Overall, the website of the Siliwangi University Informatics Department received a percentage rating of 53% or was in the "Quite Feasible" category. The recommendation model is focused on reorganizing the appearance of the main page of the website.

Keywords: *Nielsen Model, SUS, Usability, USE Questionnaire, Website.*