

ABSTRACT

Based on data from the Iprice.co.id website, in the second quarter of 2022, Shopee was ranked first in the ranking of smartphone applications, up Apple's App Store and Google's Play Store. Meanwhile, Tokopedia is ranked 2nd for the App Store and ranked 5th for the Play Store, but for monthly visits to web-based applications or the official website, the Tokopedia website ranks first with 158,346,667 monthly visitors (Iprice.co.id , 2022). Based on these problems, this research will conduct a usability analysis on the Tokopedia application for Android users using the System Usability Scale method to determine whether there are problems with the Tokopedia application used by users. The results obtained in testing the Tokopedia application using the System Usability Score method, namely the SUS Score of 74.86, while for the reference table Aaron Bangor gets the Acceptable category on the Acceptable Range, C category on the Grade Scale, and exceeds the Good category on Adjective Ratings. The conclusion obtained is that the Tokopedia application is feasible and good in providing application performance so that it is easy for users to use.

Keywords: *Android, E-Commerce, System Usability Scale, Tokopedia, Usability Test*