

ABSTRAK

Penelitian ini bertujuan menilai tingkat kegunaan Sistem Informasi Akademik Mahasiswa (SIAM) di Universitas Prima Indonesia (UNPRI) dengan pendekatan *heuristic evaluation* dan *user testing*. Evaluasi heuristik dilakukan oleh tiga evaluator ahli di bidang UI/UX dan ditemukan 21 masalah selama proses uji coba. Berdasarkan hasil pengujian heuristic evaluation, dilakukan perancangan ulang dan pengujian user testing terhadap redesain tersebut. Data kuantitatif diperoleh menggunakan kuesioner System Usability Scale (SUS), didapatkan skor sebesar 80,5, yang mengindikasikan bahwa sistem yang telah dirancang ulang berada pada kategori “*acceptable*”, namun perlu dilakukan beberapa perbaikan. Rekomendasi perbaikan desain dari temuan ini telah disusun untuk meningkatkan kualitas penggunaan sistem, khususnya SIAM UNPRI.

Kata kunci: Usability, Heuristic Evaluation, User Testing, System Usability Scale, User Experience.

ABSTRACT

This study aims to assess the level of usability of the Student Academic Information System (SIAM) at Universitas Prima Indonesia (UNPRI) with a heuristic evaluation and user testing approach. Heuristic evaluation was conducted by three expert evaluators in the field of UI/UX and 21 problems were found during the trial process. Based on the results of heuristic evaluation testing, redesign and user testing of the redesign were carried out. Quantitative data obtained using the System Usability Scale (SUS) questionnaire, obtained a score of 80.5, which indicates that the redesigned system is in the “acceptable” category, but some improvements need to be made. Design improvement recommendations from these findings have been developed to improve the quality of system usage, especially SIAM UNPRI.

Keywords: Usability, Heuristic Evaluation, User Testing, System Usability Scale, User Experience.