

INTISARI

Dampak dari perkembangan teknologi informasi dan komunikasi cukup signifikan dalam berbagai aspek, salah satunya dalam aspek pendidikan. Salah satu teknologi pendukung dalam pendidikan adalah *Learning Management System* (LMS). Pada LMS, *usability* merupakan aspek yang perlu diperhatikan. Universitas Gadjah Mada (UGM) memiliki LMS yang dinamakan eLOK (*e-Learning: Open of Knowledge Sharing*). Tujuan dari penelitian ini adalah untuk mengetahui permasalahan usabilitas dari *course* eLOK dengan pengguna mahasiswa UGM, melakukan perancangan ulang desain *user interface* serta melakukan validasi hasil rancangan *course* tersebut.

Objek penelitian adalah *course* pada LMS eLOK yaitu Transformasi Digital (TIF215212). Partisipan merupakan mahasiswa aktif UGM. Jumlah data responden yang digunakan dalam penelitian ini adalah 150 responden mahasiswa. Pada penelitian ini tahap pengembangan desain akan menggunakan metode *Design Thinking*, dengan *usability guidelines* menggunakan buku *Research-Based Web Design & Usability Guidelines*. Sementara tahap pengujian usabilitas menggunakan metode *usability testing* yaitu *Website Usability Evaluation* (WEBUSE) dan *System Usability Scale* (SUS).

Pengujian awal menggunakan metode evaluasi kuesioner WEBUSE (*Website Usability Evaluation*) diperoleh bahwa *course* pada *learning management system* eLOK memiliki rata – rata skor *usability point* sebesar 0,653 atau 65,3% yang termasuk dalam kategori *usability level Good*. Namun di beberapa indikator *categories* masih terdapat indikator yang rendah seperti indikator COR 3, NL 2, UID 1, UID 4, UID 5 hingga PE 2. Setelah dilakukan proses wawancara diperoleh setidaknya 15 poin permasalahan sehingga perlu dilakukan peningkatan *usability* pada *course* ini. Dilakukan perancangan ulang *course* dan pengujian usabilitas kembali menggunakan metode WEBUSE (*Website Usability Scale*) diperoleh bahwa rata – rata skor *usability point* sebesar 0,84 atau 84% yang termasuk dalam kategori *usability level Excellent*. Jika dibandingkan dengan hasil kuesioner WEBUSE *course* Transformasi Digital sebelum perancangan diperoleh peningkatan *usability point* sebesar 29 % yang menandakan bahwa hasil rancangan perbaikan *course* ini lebih baik. Kepuasan pengguna diukur menggunakan SUS diperoleh bahwa hasil rata – rata skor sebesar 83,6 dengan *adjective rating* berupa *Excellent* dan *Grade Scale B*. Skor ini termasuk ke dalam *range Acceptable* sehingga dapat disimpulkan bahwa sistem yang dikembangkan memiliki aspek usabilitas yang baik dan pengguna puas dengan tampilan dan kinerja *course* hasil perbaikan.

Kata kunci: Evaluasi usabilitas, eLOK, *Design Thinking*, *Website Usability Evaluation Tool*, *System Usability Scale*.

ABSTRACT

The impact of the development of information and communication technology is quite significant in various aspects, one of which is in the aspect of education. One of the supporting technologies in education is the Learning Management System (LMS). In LMS, usability is an aspect that needs attention. Gadjah Mada University (UGM) has an LMS called eLOK (e-Learning: Open of Knowledge Sharing). The purpose of this research is to find out the usability problems of the eLOK course with UGM student users, to redesign the user interface design and to validate the results of the course design.

The object of research is a course on the eLOK LMS, namely Digital Transformation (TIF215212). Participants are active UGM students. The number of respondent data used in this study was 150 student respondents. In this study the design development stage will use the design thinking method, with usability guidelines using the Research-Based Web Design & Usability Guidelines book. While the usability testing phase uses the usability testing method, namely the Website Usability Evaluation (WEBUSE) and the System Usability Scale (SUS).

Initial testing using the WEBUSE (Website Usability Evaluation) questionnaire evaluation method found that the course on the eLOK learning management system has an average usability point score of 0.653 or 65.3% which is included in the Good usability level category. However, in some of the category indicators there are still low indicators such as COR 3, NL 2, UID 1, UID 4, UID 5 to PE 2 indicators. After the interview process, at least 15 problem points were obtained so that it is necessary to increase the usability of this course. Redesigning the course and testing usability again using the WEBUSE (Website Usability Scale) method found that the average usability point score is 0.84 or 84% which is included in the Usability level Excellent category. When compared with the results of the WEBUSE questionnaire for the Digital Transformation course prior to design, an increase in usability points of 29% was obtained, indicating that the results of this course improvement design were better. User satisfaction was measured using SUS and it was found that the average score was 83.6 with an adjective rating in the form of Excellent and Grade Scale B. This score is included in the Acceptable range so that it can be concluded that the developed system has better usability aspects and users are satisfied with appearance and performance of course results of improvements.

Keywords: Usability evaluation, eLOK, Design Thinking, Website Usability Evaluation Tool, System Usability Scale.