

USABILITY ANALYSIS OF THE INCOMING OUTWARD LETTER INFORMATION SYSTEM USING THE SYSTEM USABILITY SCALE METHOD AT THE KANWIL KEMENKUMHAM, SOUTH SUMATRA

ABSTRACT

Usability according to (Jacob Nielsen 1993) is a quality attribute that assesses the ease of use of the interface as well as methods to increase the comfort of user interaction with the system. Usability measurements are important to ensure the system is effective and accepted by users. At the Ministry of Law and Human Rights of South Sumatra, there is an Incoming and Outgoing Letter Information System (Sisumaker) which is designed to make it easier to manage documents electronically. This research aims to analyze the level of usability of Sisumaker and identify usability obstacles faced by users. Based on the results of observations and interviews, several problems were found, such as incomplete templates, the presence of duplicate features, and irrelevant features, such as e-meeting and the absence of an adequate guidebook for the steps to use. This research used the System Usability Scale (SUS) method by giving 10 questionnaire statements to 132 respondents. As a result, the average SUS score was 77 in the "Good" category, grade "C", and rated "Acceptable". Although the system was well received, the study recommended improvements, such as completing templates, removing irrelevant features, and providing a user manual. It is hoped that these recommendations can improve the quality and user experience in using Sisumaker in the future.

Keyword: Sisumaker, Usability, System Usability Scale (SUS)

ANALISIS *USABILITY* PADA SISTEM INFORMASI SURAT MASUK KELUAR MENGGUNAKAN METODE *SYSTEM USABILITY SCALE* DI KANWIL KEMENKUMHAM SUMSEL

ABSTRAK

Usability menurut (Jacob Nielsen 1993) merupakan atribut kualitas yang menilai kemudahan penggunaan antarmuka serta metode untuk meningkatkan kenyamanan interaksi pengguna dengan sistem. Pengukuran *usability* penting untuk memastikan sistem efektif dan diterima oleh pengguna. Di Kementerian Hukum dan Hak Asasi Manusia Sumatera Selatan, terdapat Sistem Informasi Surat Masuk Keluar (Sisumaker) yang dirancang untuk mempermudah pengelolaan dokumen secara elektronik. Penelitian ini bertujuan untuk menganalisis tingkat kegunaan Sisumaker dan mengidentifikasi kendala *usability* yang dihadapi pengguna. Berdasarkan hasil observasi dan wawancara, ditemukan beberapa masalah, seperti ketidaklengkapan template, keberadaan fitur ganda, dan fitur yang tidak relevan, seperti *e-meeting* serta ketiadaan buku panduan yang memadai untuk langkah-langkah penggunaan. Penelitian ini menggunakan Metode *System Usability Scale* (SUS) dengan memberikan 10 pernyataan kuesioner kepada 132 responden. Hasilnya, nilai rata-rata SUS adalah 77 dengan kategori "*Good*", *grade* "*C*", dan dinilai "*Acceptable*". Meskipun sistem diterima dengan baik, penelitian ini merekomendasikan perbaikan, seperti melengkapi template, menghapus fitur yang tidak relevan, dan menyediakan buku panduan penggunaan. Rekomendasi tersebut diharapkan dapat meningkatkan kualitas serta pengalaman pengguna dalam memanfaatkan Sisumaker di masa depan.

Kata Kunci: *Sisumaker, Usability, System Usability Scale (SUS)*