

**MEASURING THE USABILITY OF E-ARCHIVES AT THE MINISTRY OF
RELIGIOUS AFFAIRS OF PALEMBANG CITY USING THE POST-STUDY
USABILITY QUESTIONNAIRE (PSSUQ).**

ABSTRACT

Information technology greatly contributes to improving the efficiency and accountability of the public sector. The Ministry of Religious Affairs introduced the E-Arsip Srikandi application as a digital solution to overcome ineffective manual archive management. However, there are still obstacles in its implementation, such as input errors, difficulty in accessing documents, and low user understanding of the system. This study aims to evaluate the usability level of the E-Arsip Srikandi application at the Ministry of Religion in Palembang City by applying the Post-Study System Usability Questionnaire (PSSUQ) method. The E-Arsip Srikandi study used the PSSUQ instrument, involving 50 respondents, comprising 34% males and 66% females. The results indicate that the overall usability rating of the system falls into the good category. The instrument was found to be valid and reliable (r calculated > 0.279 , Cronbach's Alpha 0.979) with an Overall score of 2.32, System Quality of 2.36, Information Quality of 2.54, and Interface Quality of 2.56. These values indicate that the system is considered fairly easy to use and accepted by users, although the interface aspect still needs improvement to enhance the overall user experience. This is due to the assessment principle in the PSSUQ, where the usability of a system is considered better if it receives a lower score.

Key words: Office of the Ministry of Religious Affairs, Srikandi E-Archive, Usability, PSSUQ

**PENGUKURAN USABILITY E-ARSIP SRIKANDI KEMENAG KOTA
PALEMBANG DENGAN POST-STUDY USABILITY QUESTIONNAIRE
(PSSUQ)**

ABSTRAK

Teknologi informasi sangat berkontribusi pada peningkatan efisiensi dan akuntabilitas sector public. Kementerian Agama memperkenalkan aplikasi E-Arsip Srikandi sebagai solusi digital untuk mengatasi pengelolaan arsip manual yang tidak efektif. Namun, dalam penerapannya masih ditemukan kendala, seperti kesalahan input, kesulitan akses dokumen, dan rendahnya pemahaman pengguna terhadap sistem. Penelitian ini bertujuan mengevaluasi tingkat usability aplikasi E-Arsip Srikandi di Kementerian Agama Kota Palembang dengan menerapkan metode *Post-Study System Usability Questionnaire (PSSUQ)*. Pada penelitian E-Arsip Srikandi menggunakan instrument PSSUQ dengan melibatkan 50 responden, terdiri dari 34% Laki-laki dan 66% perempuan. Hasil menunjukkan bahwa penilaian tingkat kebergunaan sistem secara keseluruhan berada pada kategori baik. Instrument dinyatakan valid dan reliable (r hitung > 0.279 , Cronbach's Alpha 0.979) dengan skor *Overall* 2.32, *System Quality* sebesar 2.36, *Information Quality* 2.54, *Interface Quality* 2.56. Nilai tersebut menunjukkan bahwa sistem dinilai cukup mudah digunakan dan diterima pengguna, meskipun aspek antarmuka masih perlu perbaikan agar pengalaman pengguna dapat ditingkatkan secara menyeluruh. Hal ini disebabkan oleh prinsip penilaian pada PSSUQ, Indikator usability suatu sistem dinilai semakin baik apabila memperoleh skor yang lebih rendah.

Kata kunci: Kantor Kementerian Agama, E-Arsip Srikandi, *Usability*, *PSSUQ*