

ABSTRAK

Penelitian ini mengevaluasi *usability* dan kepuasan pengguna terhadap *website* pendakian Gunung Pundak. Tujuan penelitian untuk mengetahui tingkat *usability website* dan melakukan redesain terkait *user interface website* untuk meningkatkan nilai *usability website*. Evaluasi berdasarkan *completion rate* dan waktu penyelesaian *task*, *retrospective think aloud* dan kuesioner *Nielsen Attributes of Usability*. Hasil penelitian menyatakan bahwa skor *learnability*, *efficiency*, *error*, dan *satisfaction* masuk dalam kategori rendah. Hasil *retrospective think aloud* diperoleh komentar permasalahan pengguna yang akan digunakan sebagai pedoman melakukan redesain *website*. Hasil kuesioner *Nielsen Attributes of Usability* menyatakan bahwa semua aspek memperoleh kategori tinggi. Hasil *completion rate* pengguna dalam menyelesaikan *task* diperoleh nilai peningkatan pada *task* pertama menjadi 100%. Hasil uji perbandingan kuesioner yang diberikan kepada partisipan antara sebelum dan setelah perbaikan diperoleh perbedaan hasil yang meningkat secara signifikan dengan nilai 0,000 dan untuk hasil uji perbandingan waktu sebelum dan setelah perbaikan, enam dari delapan *task* yang dilakukan pengujian memperoleh hasil perbedaan yang signifikan dengan nilai 0,000, sedangkan dua *task* yang tidak mengalami perbedaan yang signifikan karena tidak ada permasalahan dari partisipan saat mengoperasikan *website* pada *task* tersebut.

Kata Kunci: *Usability*, *Nielsen Attributes of Usability*, prototipe, perbaikan, *retrospective think aloud*

ABSTRACT

This study evaluates the usability and user satisfaction of the Mount Pundak climbing website. The purpose of the research is to find out the level of website usability and redesign related to the website user interface to increase the usability value of the website. Evaluation based on completion rate and task completion time, retrospective think aloud and Nielsen Attributes of Usability questionnaire. The results of the study stated that the learnability, efficiency, error, and satisfaction scores were in the low category. The results of the retrospective think aloud were obtained from user problem comments that will be used as guidelines for redesigning the website. The results of the Nielsen Attributes of Usability questionnaire stated that all aspects obtained a high category. The results of the user's completion rate in completing the task were obtained an increase in the first task to 100%. The results of the questionnaire comparison test given to the participants between before and after the improvement obtained a significantly increased difference in results with a value of 0.000 and for the results of the comparison test of the time before and after the improvement, six of the eight tasks tested obtained significant difference results with a value of 0.000, while two tasks which did not experience a significant difference because there were no problems from the participants when operating the website on the task.

Keywords: Usability, Nielsen Attribute of Usability, prototipe, perbaikan, retrospective think aloud