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***USABILITY EVALUATION OF THE WEBSITE SERVICES  
USING THE WEBUSE METHOD (A CASE STUDY:  
PUSTAKAARSIP.KAMPARKAB.GO.ID)***

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Diajukan Sebagai Salah Satu Syarat  
untuk Memperoleh Gelar Sarjana Komputer pada  
Program Studi Sistem Informasi

Oleh:

**RIYO SAPUTRA**

**11850310439**



**UIN SUSKA RIAU**

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**FAKULTAS SAINS DAN TEKNOLOGI  
UNIVERSITAS ISLAM NEGERI SULTAN SYARIF KASIM RIAU  
PEKANBARU**

**2022**



**LEMBAR PERSETUJUAN**

**USABILITY EVALUATION OF THE WEBSITE SERVICES  
USING THE WEBUSE METHOD (A CASE STUDY:  
PUSTAKAARSIP.KAMPARKAB.GO.ID)**

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saya agar segera menyelesaikan Tugas Akhir ini.

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Pekanbaru, 18 Juli 2022

Penulis,

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Penulis	<ol style="list-style-type: none"> <li>1. Riyo Saputra</li> <li>2. Muhammad Jazman</li> <li>3. Syaifullah</li> <li>4. Muhammad Luthfi Hamzah</li> </ol>

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## Usability Evaluation of the Website Services Using the WEBUSE Method (A Case Study: *pustakaarsip.kamparkab.go.id*)

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### Abstract

*This researcher aims to find the DISPERSIP website in terms of usability using Website Usability Evaluation (WEBUSE) to determine which parts need to be improved. The Kampar Regency Library and Archives Service have implemented one of the online-based library services with the implementation of a website in the library and archives section of Kampar Regency. The aim is that governance relationships involving the Government, the private sector and the community can be created to be more effective, efficient, productive and responsive. In its application, problems arise, such as incompatibility of menu names, no back button, colour differences, and inactive links and errors—an unprecedented evaluation of the website's usability. The WEBUSE method determines the usability level of a website based on the user's perspective. Data collection was carried out using a questionnaire distributed to all active members of the library with a definite website with a total of 100 respondents based on the slovin formula. Based on the results of the usability evaluation, the DISPERSIP website got a good usability level for the four categories of usability in the WEBUSE method, namely Content, Organization and Readability with a value of 0.70, Navigation and Links with a value of 0.69, User Interface Design with a value of 0.70 and Performance and Effectiveness got a score of 0.60. Overall the DISPERSIP website has good usability with a value of 0.67, and there are eight recommendations for usability improvements based on the problem.*

**Keywords:** DISPERSIP, evaluation, usability, WEBUSE, website

## Evaluasi Kegunaan Layanan Website Menggunakan Metode WEBUSE (Studi Kasus: *pustakaarsip.kamparkab.go.id*)

### Abstrak

Peneliti ini bertujuan untuk mengevaluasi website DISPERSIP dari segi usability menggunakan metode Website Usability Evaluation (WEBUSE) sehingga dapat ditentukan bagian yang perlu diperbaiki. Dinas Perpustakaan dan Arsip Kabupaten Kampar yang telah menerapkan salah satu layanan perpustakaan berbasis online dengan diterapkannya website pada bagian pustaka dan arsip Kabupaten Kampar. Tujuannya adalah agar hubungan-hubungan tata Pemerintahan (governance) yang melibatkan Pemerintah, swasta dan masyarakat dapat tercipta sedemikian rupa sehingga lebih efektif, efisien, produktif dan responsif. Dalam penerapannya terdapat permasalahan yang timbul seperti ketidaksesuaian nama menu, tidak adanya tombol kembali, perbedaan warna link, serta terdapat link yang tidak aktif dan error. Evaluasi terkait usability website belum pernah dilakukan sebelumnya. Metode WEBUSE menentukan tingkat usability website berdasarkan perspektif penggunaannya. Pengumpulan data dilakukan menggunakan kuesioner yang disebar ke semua anggota aktif perpustakaan yang sudah pasti menggunakan website dengan total 100 responden berdasarkan perhitungan rumus slovin. Berdasarkan hasil evaluasi usability, website DISPERSIP mendapatkan tingkat usability yang baik untuk keempat kategori usability pada metode WEBUSE yaitu Content, Organisation and Readability dengan nilai 0,70, Navigation and Links dengan nilai 0,69, User Interface Design dengan nilai 0,70 dan Performance and Effectiveness mendapat nilai 0,60. Secara keseluruhan website DISPERSIP telah memiliki usability yang baik dengan nilai 0,67 dan terdapat delapan rekomendasi perbaikan usability berdasarkan masalah yang teridentifikasi.

**Kata kunci:** DISPERSIP, evaluation, usability, WEBUSE, website

## 1. INTRODUCTION

Humans gain significantly from advances in information and communication technologies. This advancement was made in various areas, including education, the military, economy, medicine, and governance. In the sphere of government, the availability of e-government services provides benefits to users, whether they be individuals, groups, organizations, corporations, or agencies [1]. E-Government is the government's use of information technology to develop relationships with stakeholders in good governance (society and corporate institutions) to provide more effective and efficient services [2].

The government has utilized the present website to further its e-government objectives. E-government refers to many instances in which the government uses information technology, including web-based and mobile computing, to foster positive relationships with the public, business people, and other stakeholders [3]. A website is an application that contains multimedia documents (text, images, sound, animation, video) in it that uses the HTTP protocol (hypertext transfer protocol) and to access using software called a browser [4].

The Kampar Regency Library and Archives Service have established an online-based library service by showing a website under the Kampar Regency library and archives section, using the URL <https://pustakaarsip.kamparkab.go.id/>. DISPERSIP Kampar Regency has created this website to provide convenience by exploiting scientific and technological breakthroughs. Users can easily access the library's database through the library and archive website. So that all users may lessen the burden of money and time that has been required. By making it simple for all users to obtain information items and minimizing the cost or commitment associated with database administration, labor efficiency may be improved. It can also speed up the search for information and meet a wide range of public information demands.

The effectiveness of a website's capacity to engage with users and facilitate the completion of specific activities is measured by how well it offers its visitors high-quality services [5]. Usability refers to the friendliness of the website look so that people can efficiently utilize it [6], Users who view a website are often quite worried about usability difficulties [7]. By assessing the website from the usability perspective, one may determine if a system can be effectively, efficiently, and satisfactorily utilized by people [8].

In general, the usability of a website may be used to assess its success. Usability relates to how easy it is for users to understand and utilize a website to fulfill its objectives and how happy they are with their experience. The usability level

influences whether users will accept it and use it in the long run [9]. As a result, it is required to assess the usability of the DISPERSIP website in Kampar Regency to determine what modifications need to be made to improve user satisfaction with the website's services.

ISO 9241-11 is utilized as a reference since it deals with convenience and user pleasure, according to current research (usability). According to ISO 9241-11, usability refers to how well specific people may utilize a product to achieve particular goals. In a specific environment of the user, efficiency and satisfaction [10]. The International Organization for Standardization (ISO) has released ISO 9241-11, a multipart standard that focuses on the ergonomics of human-computer interaction [11]. SPSS version 26 software is utilized to process questionnaire data during the data analysis process to provide ideas and recommendations for DISPERSIP developers in Kampar Regency. This research is critical to identifying the usability level of DISPERSIP Kampar Regency's website by creating the Website Usability Evaluation (WEBUSE) technique, which allows users to assess the website's usability to be examined.

On the DISPERSIP website of Kampar Regency, various difficulties were discovered based on the findings of the pre-observation study, which included direct observations and conversations with website users. There are multiple repeated menu names, namely on the home menu on each profile sub-menu, articles, and public information lists, and there is also a difference between the menu name and page title on the online membership menu; the section user does not have a password, which can cause user confusion.

The second issue is that there are inactive links on the complaints menu and error links on the public information list menu in the performance agreement sub-menu, and no return button in each sub-menu on the library menu. The third issue in the user interface design category is that the content layout on the website menu is incorrect; namely, there is a vision and mission on the home menu that should be in the profile menu, and the last issue in the performance and effectiveness category is that there is no color change for visited links.

WEBUSE comprises 24 assertions divided into four groups: content, organization and readability, navigation and links, user interface design, and performance and effectiveness. This approach analyzes Kampar Regency's DISPERSIP website. It will give comments and recommendations for enhancing the usability of the DISPERSIP Website of Kampar Regency based on the findings of the usability evaluation.

Previous researchers have conducted studies on usability evaluation of websites using the WEBUSE

approach, such as the study by [12] on Usability Analysis with WEBUSE model in Information System Design in Monitoring Child Growth and Development. The system has an excellent usability level of 0.69 points, and no usability issues were discovered, according to the study's results, which were based on a sample of 30 respondents who use the system to assess development and observe the outcomes of children's growth.

The following study is titled "Evaluation of the Prabumulih City Government Website Through the Website Usability Evaluation (WEBUSE) Approach" and was conducted by [1]. The Prabumulih City Government website was evaluated for usability in this study using the dimensions of content, organization readability, navigation links, user interface design, and performance effectiveness. The results show that performance and effectiveness are usability dimensions that naturally impact a website. This alone can motivate organizations, including academic institutions and governmental organizations, to improve their websites by prioritizing performance and effectiveness.

## 2. RESEARCH METHODS

In this investigation, quantitative correlational approaches were used. The measuring scale is often used to score each statement presented to the responder. The method utilized is the Likert scale, which presupposes that each type of respondent's reply has the same intensity level. The researcher used a four-level Likert scale. The middle (neutral) answer was eliminated because it had multiple interpretations; a neutral solution does not provide firmness of the respondent's opinion toward agreeing or disagreeing; respondents tend to choose an unbiased answer [13]. A score of 1 indicates significant disagreement, a score of 2 indicates conflict, a score of 3 indicates agreement, and a score of 4 indicates excellent agreement. This study also employs qualitative research methodologies, such as interviews, to establish how the DISPERSIP Website of Kampar Regency is rated. This is done in the same way as the efficiency variable in ISO 9241-11, which needs the interaction outcome. The research will be in the Kampar Regency's Department of Library and Archives for six months, from December 2021 to May 2022.

The research topic employed the Accidental Sampling approach, a chance sampling strategy in which anybody who encounters the researcher can be used as a sample, provided it is determined that the person who occurred to meet is eligible as a data source [14]. The sample size was calculated using the slovin method, which considered the number of current library members, which totaled 1706, yielding a sample of 100 respondents.

The literature review, interviews, and distribution of questionnaires were all employed to collect data. First, the researchers gathered

information and references on the topic under investigation, and the answer was presented in the form of references from books, theses, journals, and articles. Second, the researcher conducted direct interviews with the resource individuals, specifically the Kampar Regency DISPERSIP employees, by submitting various questions prepared in advance. Fourth, using the WEBUSE approach to collect data from website visitors, a questionnaire including 24 website usability questions was distributed. This questionnaire will be given to website users who are active library members.

The researcher then conducted two tests, namely validity and reliability tests. Technical validity tests evaluate a research instrument in the form of a statement by comparing the answers given by respondents to the information in the answers provided by respondents to other words. The closeness between the solutions can determine the level of validity. The difference in the computed R-value created using the R Table may be used to determine the level of validity of a research instrument by comparing them. The formula  $df=N-2$  determines the value of the R table, where N is the sample size, df is the significance level (0.05), and 2 is the provision. If the R count value is larger than the R table value, the instrument has passed the validity test and is pronounced valid; however, the device is considered invalid if the R-value is less than the R table value [15]. On the other hand, the reliability test is an index test that indicates how much a measuring device may be trusted or depended on. This demonstrates how consistent the measurement findings are when done twice or more on the same symptom using the same measuring device. A measuring instrument is considered trustworthy if it consistently gives the same conclusions regardless of how many times it is used [16]. Cronbach's alpha ( $\alpha$ ) may be used to calculate the reliability of a test. It is more than 0.60, the instrument is highly reliable and can be relied upon, and vice versa. When a device achieves low dependability, it is seen as less trustworthy and less good [17].

Next, the researchers undertook data management, including basic descriptions of respondents, questionnaire recapitulation, validity and reliability testing, and questionnaire data processing. First, check up on the names, genders, addresses, and occupations of the people who filled out the study questionnaire. Second, using Microsoft Excel software, recapitulate the questionnaire data collected from the disseminated surveys. Third, based on the responses to the questions in the questionnaire, assess the validity and reliability using software SPSS version 26. Some parameters must be satisfied before the questionnaire data can be analyzed, and the question items are certified trustworthy if the Cronbach alpha value obtained after testing is more than 0.600. Fourth, after the



questionnaire data has been recapitulated and validated for validity and reliability, the data is processed using the WEBUSE technique to produce the merit value, as shown in table 1.

Table 1. Merit Value Questionnaire WEBUSE [18]

Option	Strongly Agree (SS)	Agree (S)	Normal (B)	Don't Agree (TS)	Strongly Disagree (STS)
Nilai Merit	1.0	0.75	0.5	0.25	0

Use the following calculation to get the usability value of each category in the WEBUSE method:

$$X = \frac{\sum(\text{Merit each category question})}{\text{Total All Questions}} \quad (1)$$

Meanwhile, use the following equation to calculate the value of the website's overall usability:

$$X = \frac{\sum(\text{Usability level of all categories})}{\text{Category total}} \quad (2)$$

The value received is matched with the evaluation table in the WEBUSE technique, namely the Usability Point and Spending Tool Level, which can be seen in Table 2, to determine the usability level.

Table 2. Point Usability and Corresponding Usability Level [18]

Option	Usability Level
0.8 <= X <= 1,0	Excellent (Sempurna)
0.6 <= X <= 0,8	Good (Baik)
0.4 <= X <= 0,6	Moderate (Menengah)
0.2 <= X <= 0,4	Poor (Jelek)
0 <= X <= 0,2	Bad (Sangat Jelek)

All of the research variables employed are broad features that may be assessed and can fluctuate in magnitude, intensity, or both. Even if they aim at the same object, the values might differ at various moments [19].

Table 3. Research variable

Variable	Indicator	Code
Content, organisation and readability	The website contains interesting material and topics, as well as actual information.	COR 1
	Information is easily obtained on the website.	COR 2
	Website content is highly structured.	COR 3
	Reading the content on the website is very easy.	COR 4
	The grammar used on the website is familiar so that it becomes comfortable to read.	COR 5

	No need to swipe the screen horizontally.	COR 6
Navigation and links	The current position on the website is easy to know.	NL 1
	The navigation and links provided on the website are useful.	NL 2
	The website is easy to navigate using the links and buttons provided on the website.	NL 3
	All links on the website are maintained and updated.	NL 4
	New windows in the browser don't open much when the website is used.	NL 5
	Placement of links or menus on the website is arranged in a standard way so that it is easy to identify.	NL 6
User interface design	The website has an attractive design and has an appeal or attractiveness.	UID 1
	The website uses colors that make it comfortable.	UID 2
	Features that annoy users such as blinking or scrolling text are not available on the website.	UID 3
	The website has a consistent look and feel.	UID 4
	There are no web ads on the website.	UID 5
	The website is designed to be easy to understand and learn to use.	UID 6
Performance and effectiveness	Downloading a file or opening a page on a website doesn't take long.	PE 1
	There are differences in links or links that have been visited with those that have not.	PE 2
	The website can be accessed anytime and any time.	PE 3
	The website provides a response that is in accordance with the actions taken.	PE 4
	Using this website is efficient.	PE 5
	Clear and useful messages are always given by the website if I don't know what to do next.	PE 6

### 3. RESULTS AND DISCUSSIONS

The Regency Library and Archives Service website has been running since its first implementation in 2016. The Kampar Regency DISPERSIP manages this website as a website that all public members can use to view available books and information. The application of the Kampar Regency DISPERSIP website facilitates the dissemination of information online with advances in science and technology. Based on the results of data collection carried out at DISPERSIP Kampar Regency, this website has a reasonably good growth rate in the number of visits, which can be seen in Figure 1.

2. Dilarang mengemukakan dan mempromosikan kepentingan yang wajar UIN Suska Riau.

b. Pengujiannya tidak mengungkap kepentingan yang wajar UIN Suska Riau.

2. Dilarang mengemukakan dan mempromosikan kepentingan yang wajar UIN Suska Riau.

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b. Pengujiannya tidak mengungkap kepentingan yang wajar UIN Suska Riau.



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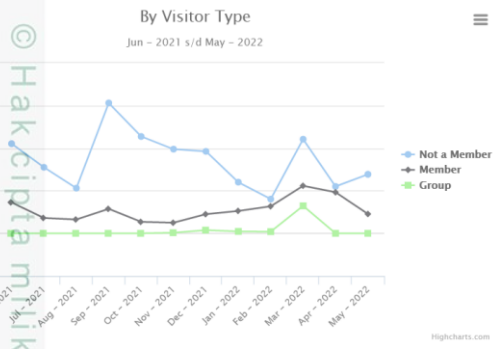


Figure 1. Growth by Visitor Type  
Source: Library Development Statistics, 2021

Based on the results of data collection carried out at DISPERSIP Kampar Regency, this website was visited by various groups from elementary, junior high, high school, D1, and S1, as shown in Figure 2.

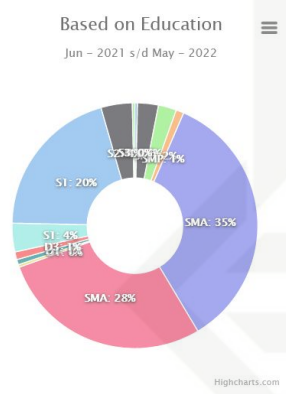


Figure 2. Visitors By Education  
Source: Library Development Statistics, 2021

The results of the screenshots of the problems identified on the DISPERSIP website of Kampar Regency have been described previously. First, identify issues with Content, Organization, and Link in this category, the DISPERSIP website of Kampar Regency has problems with giving the same name to the vision and mission menu. The article menu can be seen in Figures 3 and 4.

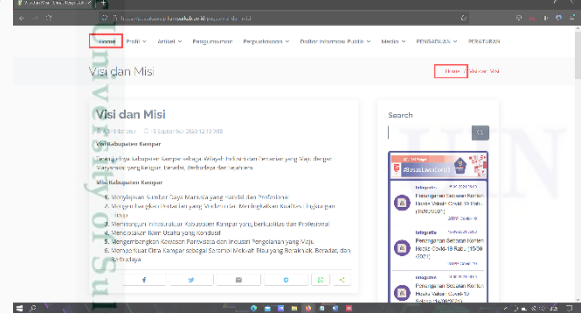


Figure 3. Naming Double Menu Links 1

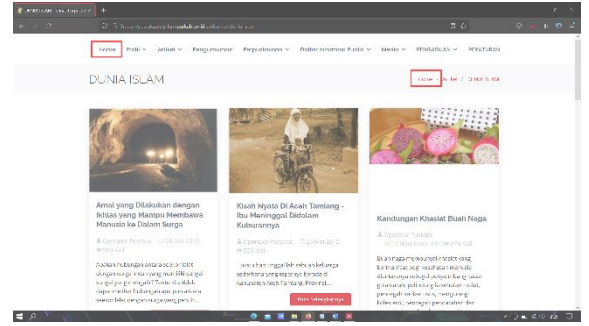


Figure 4. Naming Double Menu Links 2

Furthermore, the problem with the difference in menu names and page titles can be seen in Figure 5.

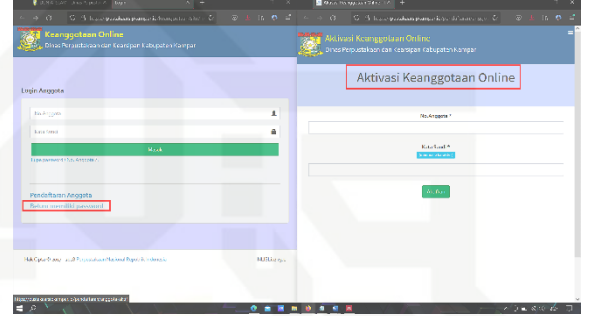


Figure 5. Differences in Menu Name and Page Title

Second, identification of problems with Navigation and Links in this category, the DISPERSIP website of Kampar Regency has an inactive link problem in the complaints menu which can be seen in Figure 6.



Figure 6. Inactive Link

Furthermore, the error link in the public information list menu for the performance agreement section can be seen in Figure 7.

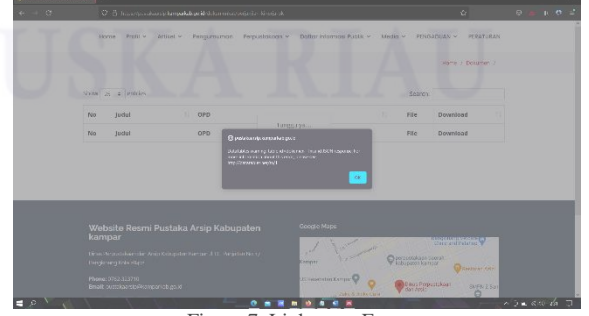


Figure 7. Link yang Error

And the absence of the back button in each section of the library menu, which can be seen in Figure 8.

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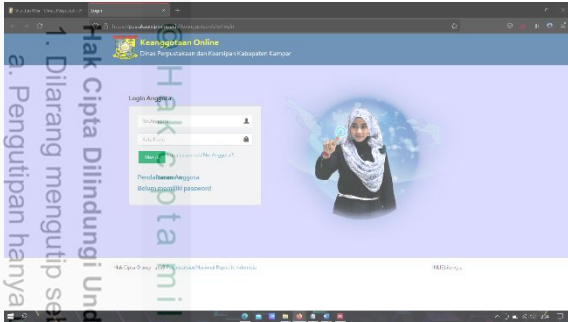


Figure 8. No Back Button

Third, identification of problems with Navigation and Links in this category, the DISPERSIP website of Kampar Regency has issues with the wrong vision and mission layout on the home menu, which can be seen in Figure 9.

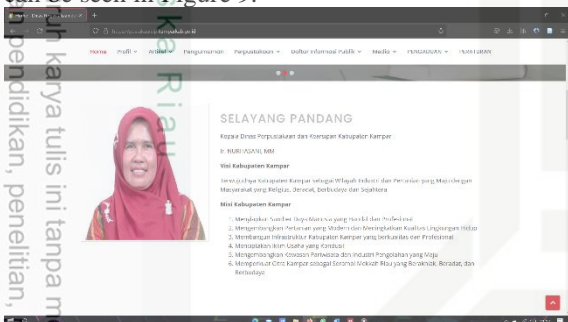


Figure 9. Menu Layout

Fourth, identification of problems with Navigation and Links in this category, the DISPERSIP website of Kampar Regency has the problem of not being up to date with the information seen in Figure 10.

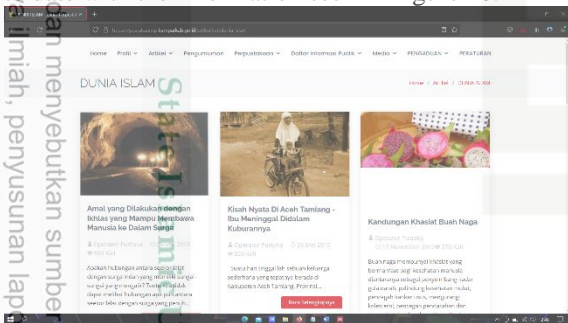


Figure 10. Information Not Up To Date

Furthermore, there is no change in link color after website users read articles and information, which can be seen in Figure 11.

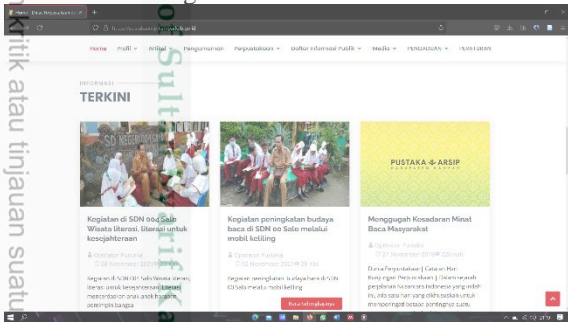


Figure 11. No Change of Link Color

The slovin formula determined the sample size by looking at the number of active library members, as many as 1706 members, so that a sample of 100 respondents was obtained. According to [20], most studies require a minimum sample size of 30 respondents and a maximum sample size of 500 respondents. The researchers distributed surveys and analyzed the questionnaire data after determining the number of respondents. The respondents were characterized based on their name, gender, address, and occupation.

The validity test was carried out to evaluate whether the question items used succeeded in measuring what they were supposed to measure (valid). Conducted to determine the feasibility of the question items of the research instrument questionnaire in defining a variable. The instrument used in this validity test in SPSS version 26. This validity test is carried out by calculating the Pearson Product Moment correlation coefficient (R Count) which means correlating each question item with the total score of each item.

The R table value obtained is based on the number of respondents (N), the validity of which is determined by performing a significant test of 5% or 0.05. As many as 100 respondents had filled out the questionnaire. Based on the number of respondents, it is known that the R table for this validity test is 0.195. So, every item that successfully has an R-value Count above can be said to be valid. The following are the validity test results using the Pearson correlation coefficient for each indicator item in Table 4.

Table 4. Validity Test Results

Content, Organisation and Readability			
Items	Value of R Count	Value of R Table	Information
COR1	0,605	0,195	Valid
COR2	0,730	0,195	Valid
COR3	0,674	0,195	Valid
COR4	0,714	0,195	Valid
COR5	0,780	0,195	Valid
COR6	0,698	0,195	Valid

Navigation and Links			
Items	Value of R Count	Value of R Table	Information
NL1	0,459	0,195	Valid
NL2	0,627	0,195	Valid
NL3	0,345	0,195	Valid
NL4	0,687	0,195	Valid
NL5	0,663	0,195	Valid
NL6	0,565	0,195	Valid

User Interface Design			
Items	Value of R Count	Value of R Table	Information





UID1	0,672	0,195	Valid
UID2	0,802	0,195	Valid
UID3	0,800	0,195	Valid
UID4	0,749	0,195	Valid
UID5	0,746	0,195	Valid
UID6	0,272	0,195	Valid

**Performance and Effectiveness**

Items	Value of R Count	Value of R Table	Information
PE1	0,783	0,195	Valid
PE2	0,805	0,195	Valid
PE3	0,730	0,195	Valid
PE4	0,692	0,195	Valid
PE5	0,615	0,195	Valid
PE6	0,716	0,195	Valid

Based on Table 4, it can be seen that each question item in all categories produces an R Count value that is greater than the R Table.

The purpose of the reliability test is to see if the data collected through the questionnaire can be trusted and provide accurate information. The Cronbach's Alpha value of each variable was used to conduct the reliability test. If a variable has a Cronbach's Alpha value of higher than 0.60, it is said to be dependable [21]. The following are the results of the reliability test of each variable in Table 5.

Table 5. Reliability Test Results

Category	Value of Cronbach's Alpha	Information
COR	0,772	Reliabel
NL	0,717	Reliabel
UID	0,749	Reliabel
PE	0,817	Reliabel

Based on the reliability test results above, it can be seen that each item of the WEBUSE questionnaire statement gets a Cronbach's Alpha value above 0.6, so it can be said that the questionnaire used is reliable.

The statement results are in the categories of Content, Organization and Readability, Navigation and Links, User Interface Design, and Performance and Effectiveness.

Table 6. Result of Statement of Each Instrument

Instrument Category	Frequency				Amount
	STS	TS	S	SS	
COR1	4%	18%	50%	28%	100%
COR2	6%	15%	44%	35%	100%
COR3	12%	35%	31%	22%	100%
COR4	5%	13%	58%	24%	100%
COR5	1%	5%	55%	39%	100%

COR6	3%	14%	48%	35%	100%
NL1	8%	17%	47%	28%	100%
NL2	4%	12%	50%	34%	100%
NL3	18%	20%	42%	20%	100%
NL4	2%	14%	55%	29%	100%
NL5	3%	11%	57%	29%	100%
NL6	6%	19%	48%	27%	100%
UID1	9%	32%	38%	21%	100%
UID2	4%	30%	48%	18%	100%
UID3	0%	8%	55%	37%	100%
UID4	3%	14%	51%	32%	100%
UID5	1%	3%	40%	56%	100%
UID6	13%	21%	40%	26%	100%
PE1	8%	35%	39%	18%	100%
PE2	28%	23%	38%	11%	100%
PE3	4%	31%	38%	27%	100%
PE4	22%	20%	38%	20%	100%
PE5	2%	7%	51%	40%	100%
PE6	13%	21%	38%	28%	100%

Usability evaluation is carried out by giving a merit value for each answer given by the respondent to the usability question instrument in the WEBUSE method. Look for the usability level of each category by matching it to the WEBUSE method, namely Usability Point and Spending Tool Level.

Table 7. Usability Evaluation for Content, Organization and Readability Categories

Category Content, Organization and Readability	
Question Instrument	Average value
COR1	0,70
COR2	0,72
COR3	0,54
COR4	0,71
COR5	0,82
COR6	0,75

Based on table 6, the average value for each question instrument in the Content, Organization, and Readability category can be seen. The COR1 question instrument has an average value of 0.70, included in the "good" usability category. It can be concluded that the DISPERSIP website of Kampar Regency has provided information according to what is needed by users. The COR2 instrument got an average value of 0.72, which was included in the usability category "good" it can be concluded that the information compiled on the DISPERSIP website of Kampar Regency is appropriate so that when users access the website, they can find the information they are looking for appropriately. The COR3 instrument has an average value of 0.54,

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which is included in the "moderate" usability category. It can be concluded that there is content or content on the Kampar Regency DISPERSIP website that has not been properly structured, such as a double link menu. The COR4 instrument got an average value of 0.71, included in the usability category of "good." It can be concluded that the content can be easily read and understood by users who access the DISPERSIP website of Kampar Regency. The COR5 instrument has an average value of 0.82, which is included in the usability category of "excellent." It can be concluded that the DISPERSIP website of Kampar Regency as a whole uses Indonesian, which is excellent and easy to understand so that users do not find it difficult to understand the language used on the website. The COR6 instrument got an average value of 0.75, included in the "good" usability category. It can be concluded that the DISPERSIP website in Kampar Regency already has a website layout that can adapt to the user's screen well so that no content exceeds the predetermined design, namely the screen. Users as a limitation. Of the 6 question instruments in the COR category, one question instrument gets an average score, namely COR3 with a value of 0.54, so there is a need for improvement. The overall usability values in the Content, Organization, and Readability categories are:

$$COR = \frac{0,70+0,72+0,54+0,71+0,82+0,75}{6} = \frac{4,24}{6} = 0,70 \quad (3)$$

The conclusion of the Content, Organization, and Readability category of the DISPERSIP website of Kampar Regency gets an average value of 0.70 with a usability level of "good."

Table 8. Usability Evaluation for Navigation and Links Category

Category Navigation and Links	
Question Instrument	Average value
NL1	0,68
NL2	0,75
NL3	0,57
NL4	0,74
NL5	0,75
NL6	0,68

Based on table 7, the average value for each question instrument in the Navigation and Links category can be seen. The NL1 question instrument got an average value of 0.68, included in the "good" usability category. It can be concluded that the DISPERSIP website of Kampar Regency has provided navigation on each page well, namely by giving page titles so that users know their position on the website. The NL2 instrument got an average value of 0.75, which was included in the usability category "good" it can be concluded that the navigation and links on the DISPERSIP website of

Kampar Regency have adequately functioned according to their intended use, namely helping direct users to web pages that contain the information needed. The NL3 instrument got an average value of 0.57, included in the "moderate" usability category. It can be concluded that the pages on the DISPERSIP website of Kampar Regency still have pages that do not have a back button, making it difficult for users to return to the previous page. The NL4 instrument has an average value of 0.74, included in the "good" usability category. It can be concluded that the link on the DISPERSIP website of Kampar Regency has functioned according to its function. The NL5 instrument has an average value of 0.75, included in the usability category of "good." It can be concluded that the DISPERSIP website of Kampar Regency only opens a new window slightly when users access the website. The NL6 instrument got an average value of 0.68, included in the "good" usability category. It can be concluded that the links or menus of the DISPERSIP website in Kampar Regency have been well structured so that users can easily access them. Of the 6 question instruments in the NL category, one question instrument gets an average score, namely NL3 with a value of 0.57, so it needs improvement. The overall usability value in the Navigation and Links category is:

$$NL = \frac{0,68+0,75+0,57+0,74+0,75+0,68}{6} = \frac{4,17}{6} = 0,69 \quad (4)$$

The conclusion of the Navigation and Links category for the DISPERSIP website of Kampar Regency gets an average value of 0.69 with a usability level of "good."

Table 9. Usability Evaluation Category User Interface Design

Category User Interface Design	
Question Instrument	Average value
UID1	0,58
UID2	0,62
UID3	0,80
UID4	0,74
UID5	0,87
UID6	0,61

Based on table 7, the average value for each question instrument in the User Interface Design category can be seen. The UID1 question instrument has an average value of 0.58, included in the "moderate" usability category. It can be concluded that the DISPERSIP website of Kampar Regency does not yet have an attractive and dull appearance for users, such as the font used, color, and shape of the buttons. The UID2 instrument got an average value of 0.62, included in the "good" usability category. It can be concluded that the DISPERSIP website of Kampar Regency already has colors that make users feel comfortable and the absence of shades that reduce user comfort in using the website,



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such as colors that are too bright. Striking or colors that cover the content of the website content. The UID3 instrument got an average value of 0.80, included in the usability category of "excellent." It can be concluded that the DISPERSIP website of Kampar Regency does not have text that has features that can annoy users, such as flashing text or moving text. The UID4 instrument obtained an average value of 0.74, included in the "good" usability category. It can be concluded that the DISPERSIP website of Kampar Regency has a consistent appearance on each page, such as the absence of a website page that has its page with a different appearance from the others. The UID5 instrument has an average value of 0.87, included in the usability category of "excellent." It can be concluded that the DISPERSIP website of Kampar Regency does not have advertisements installed that annoy users. The UID6 instrument got an average value of 0.61, included in the "good" usability category. It can be concluded that the DISPERSIP website design in Kampar Regency is easy for users to understand and learn quickly. Of the 6 question instruments in the UID category, one question instrument gets an average score, namely UID1 with a value of 0.58, so there is a need for improvement. The overall usability value in the User Interface Design category is:

$$UID = \frac{0,58+0,62+0,80+0,74+0,87+0,61}{6} = \frac{4,22}{6} = 0,70 \quad (5)$$

The conclusion of the User Interface Design category for the DISPERSIP website of Kampar Regency gets an average value of 0.70 with a usability level of "good."

Table 10. Usability Evaluation for Performance and Effectiveness Category

Category Performance and Effectiveness	
Question Instrument	Average value
PE1	0,56
PE2	0,45
PE3	0,63
PE4	0,54
PE5	0,80
PE6	0,62

Based on table 8, the average value for each question instrument in the Performance and Effectiveness category can be seen. The PE1 question instrument has an average value of 0.56, included in the "moderate" usability category. It can be concluded that there is an error link in some instances so that it cannot be opened. The PE2 instrument has an average value of 0.45, included in the "moderate" usability category. It can be concluded that the link on the DISPERSIP website of Kampar Regency does not have a color difference both before and after being visited; this has the

potential to make website users visit the page the same thing over and over again. The PE3 instrument got an average value of 0.63, included in the usability category of "good." It can be concluded that the DISPERSIP website of Kampar Regency can be accessed around the clock to view existing information, such as viewing books, articles, and online member registration. The PE4 instrument has an average value of 0.54, included in the "moderate" usability category. It can be concluded that there are still inactive links on the DISPERSIP website of Kampar Regency, meaning that the website does not provide an excellent response to user actions. The PE5 instrument gets an average value of 0.80, included in the usability category of "good." It can be concluded that with the DISPERSIP website of Kampar Regency as a place for online member registration and viewing existing books, users can save time, energy, and costs. The PE6 instrument has an average value of 0.62, which is included in the "good" usability category. It can be concluded that the DISPERSIP website of Kampar Regency has provided feedback, namely a satisfaction survey, if there are things that make users dissatisfied with the DISPERSIP service in Kampar Regency. Of the 6 question instruments in the PE category, three-question instruments received average scores, namely PE1 with a score of 0.58, PE2 with a value of 0.45, and PE4 with a value of 0.54, so improvements are needed. The overall usability value in the Performance and Effectiveness category is:

$$PE = \frac{0,56+0,45+0,63+0,54+0,80+0,62}{6} = \frac{3,6}{6} = 0,60 \quad (6)$$

The conclusion for the Performance and Effectiveness category of the DISPERSIP website in Kampar Regency has an average value of 0.60 with a usability level of "good."

Table 12. WEBUSE Calculation Results

No	Category Usability	Usability Score Average
1	<i>Content, Organisation and Readability</i>	0,70
2	<i>Navigation and Links</i>	0,69
3	<i>User Interface Design</i>	0,70
4	<i>Performance and Effectiveness</i>	0,60

The DISPERSIP website of Kampar Regency has a good average usability level for each usability category in the WEBUSE method by having the highest usability level in the Content, Organization, and Readability category and the User Interface Design category with a value of 0.70 and the Navigation and Links category having a value. The adjacent usability score is 0.69, while the Performance and Effectiveness category scores 0.60, which is the lowest of the four existing categories. Based on the average results for each type that has



been obtained, the determination of the usability value of the DISPERSIP website in Kampar Regency can be determined based on the website usability equation in the following WEBUSE method:

$$TOTAL = \frac{0,70+0,69+0,70+0,60}{4} = \frac{2,69}{4} = 0,67 \quad (7)$$

Based on these calculations, it can be concluded that the overall DISPERSIP website in Kampar Regency has a usability of 0.67 points, which means that it is included in the usability level of "good." The question instruments that received recommendations for improvement because of the "moderate" usability level were COR3, NL3, UID1, PE1, PE2, and PE4.

Table 11. repair recommendations

Usability Problem	Recommendation
<b>COR3</b>	
M1: Double menu name	Use descriptive, unique, concise, and meaningful page titles on each page title
M2: Menu name is different from page title	Matches link names consistently with page titles
<b>NL3</b>	
M3: No back button	Activates the back button to the previous page and provides navigation options to direct the user
<b>UID1</b>	
M4: Menu layout is less understandable by some users	Simplify the appearance of the website, providing assistance for users who need additional assistance on the website
<b>PE1</b>	
M5: There is a page that cannot be opened	Fixed a page that couldn't be opened or provided information on a "under construction" page so users don't get confused
<b>PE2</b>	
M6: There is no difference between visited and unvisited links	Give different colors to the link to give a sign to website users that the link has been visited
<b>PE4</b>	
M7: There is an inactive and error link	Delete the link or update the link

#### 4. CONCLUSION

Based on the evaluation that has been done using the WEBUSE method on the DISPERSIP website, Kampar Regency gets a usability point value of 0.67. This value indicates that the Kampar Regency DISPERSIP website is included in the good usability category; apart from the usability problems found, the Kampar Regency DISPERSIP website has been accepted by users because it can be used as a facility that makes it easier for users to find information. Recommendations for improvement are suggested based on usability problems identified based on the evaluation results, namely COR3, NL3, UID1, PE1, PE2, and PE4, and as many as eight recommendations for improvement according to the problems that exist on the DISPERSIP website of Kampar Regency. For

further research, other methods can be combined, such as Importance-Performance Analysis, to display information about service factors that, according to consumers, significantly affect their satisfaction and loyalty. Then the next researcher suggests using other guide books such as the Usability Guidelines for Accessible Web Design so that improving the usability of a website can be better.

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## LAMPIRAN A

### KUESIONER PENELITIAN

Assalamu'alaikum Wr. Wb, perkenalkan saya Riyo Saputra (NIM.11850310439). Saya mahasiswa Program Studi Sistem Informasi bermaksud memohon bantuan saudara/i dalam rangka penelitian untuk Tugas Akhir di Program Studi Sistem Informasi Fakultas Sains dan Teknologi UIN Sultan Syarif Kasim Riau dengan judul "*Usability Evaluation of the Website Services Using the Webuse Method (A Case Study: pustakaarsip.kamparkab.go.id)*" maka dengan ini saya memohon kesediaan saudara/i untuk berpartisipasi dalam mengisi kuesioner terlampir.

Kuesioner ini dilakukan untuk mengevaluasi *website* Dinas Perpustakaan dan Arsip Kabupaten Kampar untuk mengetahui tingkat kebergunaan *website* Dinas Perpustakaan dan Arsip Kabupaten Kampar.

#### Identitas Responden

Nama :

Jenis Kelamin :

Alamat :

Pekerjaan :

#### Keterangan

STS = Sangat Tidak Setuju

TS = Tidak Setuju

S = Setuju

SS = Sangat Setuju

Note\*: berilah tanda centang (✓) pada setiap pernyataan yang anda pilih.

**Tabel A.1.** Tabel Kuesioner

No	Pernyataan	STS	TS	S	SS
<i>Content, Organisation, and Readability</i>					
1	<i>Website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar menyediakan informasi yang saya butuhkan dalam keadaan terkini ( <i>Up To Date</i> )				
2	Saya dapat dengan mudah menemukan informasi yang saya butuhkan di dalam <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar				
3	Isi atau konten yang terdapat dalam <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar tersusun dengan baik				



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**Tabel A.1** Tabel Kuesioner (Tabel lanjutan...)

No	Pernyataan	STS	TS	S	SS
4	Saya dapat dengan mudah membaca isi konten pada <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar				
5	Saya merasa nyaman, mudah dan tidak asing dengan bahasa yang digunakan				
6	Saya tidak perlu menggeser layar ke kiri dan ke kanan ketika membaca <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar				
<b>Navigation and Links</b>					
7	Saya dapat dengan mudah mengetahui posisi saya pada <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar atau pada halaman apa saya berada				
8	<i>Website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar menyediakan navigasi dan tautan yang berguna bagi saya dalam menemukan informasi yang saya butuhkan				
9	Saya dapat dengan mudah menjelajah <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar dengan menggunakan tautan/ <i>link</i> ataupun tombol kembali ( <i>back</i> ) untuk kembali ke halaman sebelumnya				
10	Tautan/ <i>link</i> dalam <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar berfungsi dan dipelihara dengan baik				
11	<i>Website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar tidak telalu banyak membuka jendela baru ( <i>new browser windows</i> ) ketika saya menjelajahnya				
12	Penempatan tautan/ <i>link</i> atau menu disusun secara standar dan saya dapat dengan mudah mengenalinya				
<b>User Interface Design</b>					
13	Desain antarmuka ( <i>interface</i> ) <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar atraktif atau menarik				
14	Saya merasa nyaman dengan warna yang digunakan pada <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar				
15	<i>Website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar tidak mengandung fitur yang mengganggu seperti <i>scrolling</i> atau <i>blinking text</i> (teks yang berkedip-kedip) dan animasi berulang				



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**Tabel A.1** Tabel Kuesioner (Tabel lanjutan...)

No	Pernyataan	STS	TS	S	SS
16	<i>Website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar mempunyai tampilan ( <i>feel and look</i> ) yang konsisten di semua halaman				
17	<i>Website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar tidak mengandung banyak iklan				
18	Desain <i>Website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar bisa dipahami dengan baik dan mudah dipelajari penggunaannya				
<b><i>Performance and Effectiveness</i></b>					
19	Saya tidak menunggu terlalu lama untuk membuka suatu halaman				
20	Saya dapat dengan mudah membedakan <i>tautan/link</i> yang telah dikunjungi dengan yang belum dikunjungi				
21	Saya dapat mengakses <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar sepanjang waktu				
22	<i>Website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar memberikan respon terhadap tindakan yang saya lakukan sesuai dengan perkiraan saya				
23	Saya merasa dengan menggunakan <i>website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar dapat menghemat waktu, tenaga dan biaya				
24	<i>Website</i> Dinas Perpustakaan dan Arsip Kabupaten Kampar selalu menyediakan pesan atau informasi yang jelas dan berguna ketika saya tidak tahu bagaimana harus melanjutkan tindakan saya				





## LAMPIRAN B BUKTI KEGIATAN

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### [Jutif] Submission Acknowledgement

JUTIF UNSOED <jutif.ft@unsoed.ac.id>

23 Juni 2022 17.39

Kepada: Riyo <11850310439@students.uin-suska.ac.id>

Riyo:

Thank you for submitting the manuscript, "Usability Evaluation of the Website Services Using the WEBUSE Method (A Case Study: [pustakaarsip.kamparkab.go.id](http://pustakaarsip.kamparkab.go.id))" to Jurnal Teknik Informatika (Jutif). With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

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## B.2 Bukti Accepted



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### [Jutif] Editor Decision

Yogiek Indra Kurniawan <jutif.ft@unsoed.ac.id>  
Kepada: Riyo <11850310439@students.uin-suska.ac.id>

30 Juni 2022 14.59

Dear Dr/Mr/Ms. Riyo,

We are glad to inform you that your submission with the title "Usability Evaluation of the Website Services Using the WEBUSE Method (A Case Study: [pustakaarsip.kamparkab.go.id](http://pustakaarsip.kamparkab.go.id))" **HAS BEEN ACCEPTED** for publication in Jurnal Teknik Informatika (Jutif).

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For further information/questions, please contact 085640661444.

Thank you for the contribution you have made.  
We encourage you to submit your other research results to Jurnal Teknik Informatika (Jutif) in the future.

Thank you for your contribution.

Yogiek Indra Kurniawan  
Informatics, Universitas Jenderal Soedirman  
Phone 085640661444  
[yogiek@unsoed.ac.id](mailto:yogiek@unsoed.ac.id)

Jurnal Teknik Informatika (Jutif)



RIYO SAPUTRA SISTEM INFORMASI <11850310439@students.uin-suska.ac.id>

### [Jutif] Editor Decision

Yogiek Indra Kurniawan <jutif.ft@unsoed.ac.id>  
Kepada: Riyo <11850310439@students.uin-suska.ac.id>

30 Juni 2022 15.00

Riyo:

The editing of your submission, "Usability Evaluation of the Website Services Using the WEBUSE Method (A Case Study: [pustakaarsip.kamparkab.go.id](http://pustakaarsip.kamparkab.go.id))," is complete. We are now sending it to production.

Submission URL: <http://jutif.if.unsoed.ac.id/index.php/jurnal/authorDashboard/submission/412>

Yogiek Indra Kurniawan  
Informatics, Universitas Jenderal Soedirman  
Phone 085640661444  
[yogiek@unsoed.ac.id](mailto:yogiek@unsoed.ac.id)

[Kutipan teks disembunyikan]



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### B.3 Bukti Revisi



RIYO SAPUTRA SISTEM INFORMASI <11850310439@students.uin-suska.ac.id>

#### [Jutif] Editor Decision

Arief Kelik <jutif.ft@unsoed.ac.id>  
 Kepada: Riyo <11850310439@students.uin-suska.ac.id>

28 Juni 2022 13.40

Riyo:

We have reached a decision regarding your submission to Jurnal Teknik Informatika (Jutif), "Usability Evaluation of the Website Services Using the WEBUSE Method (A Case Study: [pustakaarsip.kamparkab.go.id](http://pustakaarsip.kamparkab.go.id))".

Our decision is: Revisions Required

In addition, several things to consider from the editor's side are as follows :

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7. Revisions can be sent via the "File upload" in the "revision" section of the JUTIF's OJS with **maximum 3 weeks** after this email is sent. Please when upload the Revised File, do not overwrite the previous revised file.

Thank You.

Arief Kelik  
 Informatics, Universitas Jenderal Soedirman  
[arief.nugroho@unsoed.ac.id](mailto:arief.nugroho@unsoed.ac.id)

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Reviewer A:  
 Recommendation: Revisions Required

**Title**

**Abstract**

Kalimat perlu dibaca ulang, SPOKnya perlu di disesuaikan supaya mudah dipahami

**Introduction**

1. Perlu di tambahkan dasar teori/tinjauan pustaka
2. Perlu menambahkan penelitian yang mirip dengan yang dikerjakan

**Method, Result, and Discussion**

versitas Islam Negeri Sultan Syarif Kasim Riau - [jutif] Edito... <https://mail.google.com/mail/u/1/?ik=4c217fd0>

Pada gambar 1 dan 2 sebaiknya di tuliskan dalam bahasa inggris saja.

**Conclusion**

cukup

**References**

1. beberapa perlu disesuaikan dengan template
2. Referensi perlu ditambahkan dari jurnal Jutif

**Overall Comment**

2. Tidak perlu menuliskan penelitian, peneliti dll krn sudah merupakan penelitian yang ditulis oleh peneliti



Reviewer C:  
 Recommendation: Revisions Required

**Title**

The title is good, because the information about the object of research, methods and research objectives

**Abstract**

Abstract is good, because it presents a summary of the background, summary of methods, summary of results and summary of conclusions

**Introduction**

The background is good, because it presents the problem or the importance of research and is strengthened by a sufficient number of references

**Method, Result, and Discussion**

Methods, results and discussion presenting data from research results and in-depth discussions

**Conclusion**

The conclusion is good because it concludes the things presented and discussed in the Results and Discussion section

**References**

Bibliography is still not good. The bibliography must be written in the IEEE style. Everything listed in the bibliography is a citation in the writing. The number of citations should be 15 or more with 80% coming from the Journal of the last 5 years.  
 Please add citations from the JUTIF Journal

**Overall Comment**

In general, the article is good, it is necessary to make revisions according to suggestions

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## DAFTAR RIWAYAT HIDUP



Riyo Saputra dilahirkan di Bangkinang, Provinsi Riau, pada tanggal 03 Maret 2000, Riyo merupakan anak ketiga dari empat orang bersaudara dengan Bapak Almarhum Darisman dan Ibu Sabariah selaku orang tua. Peneliti beralamat di Jl. Singamangaraja Gg. Aur Kuning No. 52A, Kelurahan Bangkinang, Kabupaten Kampar, Provinsi Riau. Peneliti dapat dihubungi melalui Telepon/Whatsapp pada nomor : 0823-9025-3889 dan email : saputrariyo78@gmail.com. Riwayat pendidikan peneliti yaitu bersekolah di Taman Kanak-Kanak Pembina pada tahun 2005-2006, pada tahun 2006-2012 menempuh pendidikan di Sekolah Dasar Negeri 003 Bangkinang Kota, kemudian peneliti melanjutkan pendidikan ke tahap Sekolah Menengah Pertama di SMP Negeri 1 Bangkinang Kota pada tahun 2012-2015, melanjutkan Sekolah Menengah Atas pada tahun 2015-2018 di SMA Negeri 1 Bangkinang Kota, dan di tahun 2018 melanjutkan pendidikan pada Perguruan Tinggi UIN SUSKA RIAU dengan Program Studi Sistem Informasi, Fakultas Sains dan Teknologi. Pada tanggal 8 September sampai dengan 8 Oktober 2020 peneliti melaksanakan Kerja Praktek di SMA Muhammadiyah Bangkinang Kota yang beralamat di Jl. A. Rahman Saleh Gg. Muhammadiyah, dan melaksanakan Kuliah Kerja Nyata (KKN) di Air Tiris, Kecamatan Kampar, Kabupaten Kampar Provinsi Riau.

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