

Abstrak

Pembuatan suatu website harus dilakukan dengan memperhatikan factor kemudahan penggunaan (*usability*). *Usability* website penting untuk diperhatikan agar pengguna yang mengunjungi atau mengakses website tersebut merasa mudah menggunakannya dan memperoleh informasi yang diperlukan sehingga berkemungkinan untuk terus mengakses website tersebut. Namun jika dilihat dari penggunaannya, salah satu website kampus Fakultas Teknik Telkom University yaitu i-Caring, pengguna tidak sering menggunakan i-Caring sehingga responden yang diwawancarai oleh penulis dapat dikatakan masih kurang aktif dalam menggunakan i-Caring. Penelitian ini dilakukan untuk menganalisis *usability* website i-Caring berdasarkan ISO 9241-11. Penelitian dilakukan dengan menggunakan kuesioner sebagai instrumen penelitian. Kuesioner penelitian yang disebar terdiri dari 25 pertanyaan yang dikelompokkan menjadi empat variabel berdasarkan ISO 9241-11 yaitu *effectiveness*, *efficiency*, *satisfaction*, dan *usability*. Setelah kuisisioner disebar maka didapatkan hasil data lalu akan dianalisis menggunakan teknik PLS (*Partial Least Square*) dengan *tool SmartPLS* dan nantinya akan memberikan rekomendasi terhadap perbaikannya sesuai dengan metode saluta (*scenario based architecture level usability analysis*).

Kata kunci: ISO 9241-11, *Usability*, PLS (*Partial Least Square*), *smartPLS*, I-Caring, dan saluta (*scenario based architecture level usability analysis*)

Abstract

Building a website should be conducted by considering the ease of use (usability) factors. the usability of website is important to concern, then the users who visit or access the website was easy to use and obtain the necessary information so that is likely to continue to access the website. However, if viewed from its use, one of the campus website Telkom University Faculty of Engineering, namely i-Caring, the user not always use the i-Caring so that respondents interviewed by the author can be said is still less active in using i-Caring. This study was conducted to analyse the usability of the website i-Caring based on ISO 9241-11. Research carried out by using the questionnaire as a research instrument. Questionnaires were distributed research consisted of 25 questions grouped into four variables based on ISO 9241-11 those are effectiveness, efficiency, satisfaction, and usability. After the questionnaires distributed the results obtained and the data will be analysed using PLS (Partial Least Square) with SmartPLS tool and will provide recommendations for improvement in accordance with the method saluta (scenario-based architecture level usability analysis).

Keywords: *ISO 9241-11, Usability, PLS (Partial Least Square), smartPLS, I-Caring, and saluta (scenario based architecture level usability analysis)*