

# DAFTAR ISI

|   |            |
|---|------------|
| <b>LEMBAR PERSETUJUAN .....</b>                             | <b>ii</b>  |
| <b>ABSTRAK.....</b>   | <b>iii</b> |
| <b>DAFTAR PUSTAKA.....</b>                                  | <b>iv</b>  |
| <b>DAFTAR GAMBAR .....</b>                                  | <b>vi</b>  |
| <b>DAFTAR TABEL .....</b>                                   | <b>vii</b> |
| <b>2 PENDAHULUAN.....</b>                                   | <b>1</b>   |
| 2.1 Latar Belakang .....                                    | 1          |
| 2.2 Perumusan Masalah .....                                 | 2          |
| 2.3 Tujuan .....  | 2          |
| 2.4 Batasan Masalah.....                                    | 2          |
| 2.5 Rencana Kegiatan .....                                  | 3          |
| 2.6 Jadwal Kegiatan .....                                   | 4          |
| <b>3 KAJIAN PUSTAKA .....</b>                               | <b>5</b>   |
| 3.1 E-Government.....                                       | 5          |
| 3.2 User Interface Design .....                             | 6          |
| 3.3 User Experience Design .....                            | 7          |
| 3.4 Usability .....   | 8          |
| 3.5 Heuristic Evaluation.....                               | 9          |
| 3.6 Severity Ratings .....                                  | 11         |
| 3.7 System Usability Scale .....                            | 11         |
| <b>4 ALUR PEMODELAN.....</b>                                | <b>12</b>  |
| 4.1 Alur Penelitian .....                                   | 12         |
| 4.2 Penjelasan Alur Penelitian .....                        | 12         |
| 4.3 Penyusunan Kuesioner .....                              | 13         |
| 4.3.1 Penyusunan Kuisisioner Dan Kriteria Responden .....   | 19         |
| 4.3.2 Spesifikasi Kebutuhan Eksekusi Pengujian .....        | 20         |
| <b>5 EVALUASI.....</b>                                      | <b>21</b>  |
| 5.1 Hasil Pengujian .....                                   | 21         |
| 5.1.1 Spesifikasi Software dan Hardware .....               | 21         |
| 5.1.2 Karakteristik Responden Dan Sampel.....               | 21         |
| 5.1.3 Pra-Implementasi.....                                 | 21         |
| 5.2 Analisis Hasil Pengujian <i>Website</i> .....           | 24         |
| 5.2.1 Demografi Responden .....                             | 25         |
| 5.2.2 Analisis Deskriptif Pengujian Website .....           | 26         |
| 5.3 Hasil Analisis Data Temuan Permasalahan Heuristic ..... | 33         |