

Evaluasi *Usability* pada Aplikasi Mountrash Menggunakan Teknik *Retrospective Think Aloud* dan *Performance Measurement*

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Abstract

The Mountrash application is a waste management application that functions as a forum for the community to submit waste and get benefits that can be converted into money. Currently, the Mountrash application has several problems that the CEO has informed of the Mountrash application. It was conveyed directly by the CEO of the Mountrash application that the Mountrash application requires usability testing. This research conducts usability testing to explore the application's problems and overcome them so that it can continue growing. The usability testing/evaluation technique used is Retrospective Think Aloud (RTA) and Performance Measurement. Then the attributes used as parameters are effectiveness, efficiency, and satisfaction. The usability testing results increased each parameter tested; the effectiveness parameter could increase by 60% for the new user group and 6.67% for the old user group. The efficiency parameter increased by 0.039692 goals/sec for the new user group and by 0.064344 goals/sec for the old user group. The satisfaction parameter increased by 61.85% for the new user group and by 36.19% for the old user group. The increase in these parameters shows that the test was successful by gaining good insight and overcoming the existing problems.

Keywords: usability evaluation, retrospective think-aloud (RTA), performance measurement.

