

ABSTRACT

iPusnas is a digital library owned by the National Library of the Republic of Indonesia. iPusnas aims to facilitate readers to be able to read the national library's collection of books using an application on a smartphone. Along with using the iPusnas application, it turns out that there are complaints regarding the user experience on the iPusnas application, complaints from users are written in the Play Store application. To analyze the complaints received from users, researchers evaluate the usability using the Heuristic Evaluation method. The Heuristic Evaluation method aims to evaluate the usability of the existing aspects of the iPusnas application. From the heuristic evaluation, Severity Ratings values were produced which showed that there were 7 problems classified as severe that emerged from the initial evaluation stage. So based on the severity rating value obtained, it is necessary to improve the design based on the severity aspects that are still lacking. Researchers make recommendations for design improvements by applying a User-Based Design (User Centered Design - UCD) approach. Retesting using the heuristic evaluation method of application design recommendations showed a decrease in problems in the nine indicators with severity ratings for each below 2.5, so no further improvements were needed. Then from the results of measuring values using a Likert scale, a value of 82% was obtained with the statement Strongly Agree. Based on the evaluation results from the heuristic evaluation method and testing using a Likert scale, this approach can be used to assess the level of usability of a system, which can then become a guide for making improvements to the system.

Keywords: iPusnas, Usability, Heuristic Evaluation, Perpustakaan Digital, User Centered Design, Severity Ratings