

Abstrak

Sapawarga West Java is software used to meet the needs of citizens in channeling aspirations, suggestions, and obtaining information in one application. This research was conducted to determine the level of user satisfaction with the Sapa application. Residents use Usability Testing and the method used is System Usability Scale (SUS), which uses SPSS for data processing. This type of research is quantitative research with primary data collection carried out by distributing questionnaires to 400 respondents from Bandung City residents, obtained through calculating samples from the existing population. The stages carried out in this research were observation & literacy, data collection, and data analysis, aiming to obtain conclusions and suggestions according to the user's wishes. This will then be continued with writing the final research report. The research results show that the Sapawarga West Java application received a score of 52.92. Adjective Ratings are classified as OK, Grade Scales include a D value, and Acceptability Ranges are classified as Marginal low. This indicates that there are still many improvements that need to be made to this application in order to get the maximum score from respondents. In this paper, researchers provide several recommendations to increase the level of usability of the Sapawarga West Java application.

Keywords: Sapa Warga, *Usability Testing*, *System Usability Scale*.