

ABSTRACT

Si Toya Wening application is an application designed to facilitate Surakarta PDAM customers in making water bill payments, making complaints, and other features related to PDAM. When research was conducted to 155 users, it showed that there were several indications of problems that usability in the Si Toya Wening application was not going well, such as a less intuitive interface, inconsistency in icon selection, incompatibility of items on the bottom navigation bar, and information obstructed by other elements. Usability is used as a measurement of the quality of user experience when using a product. Usability Testing is a method for evaluating usability which is used for evaluating a product by testing a product directly by the user. System Usability Scale (SUS) is one of the methods in testing in the form of a questionnaire referring to Standard Usability Questionnaires. The purpose of usability evaluation is to make it easier for Surakarta PDAM customers to make water bill payments. The result of this research is a prototype that is redesigned with the design thinking method which is then tested using SUS to a sample of 83 respondents. SUS parameters are Acceptability ranges, adjective ratings, and grade scale. The final test results will be compared with the initial test results. The test results show a significant improvement in application usability. The SUS score in the first test was 62.35, increasing to 80.69 in the final test. Comparison of usability scores showed an increase from category "D" to "B" on the grade scale, from "GOOD" to "EXCELLENT" on adjective ratings, and from "MARGINAL LOW" to "ACCEPTABLE" on Acceptability ranges. This increase is an indicator that the usability of the Si Toya Wening application has improved.

Keywords: Si Toya Wening application, usability, usability testing, system usability scale