ABSTRACT

This study aims to conduct a usability analysis of the e-government mobile application. An ideal application must meet all aspects of its usability. e-TUKU is an e-government application developed by TPID (Regional Inflation Control Team) of Cirebon City. e-TUKU can be accessed through both a mobile application and a website. The heuristic evaluation theory was used as a reference in conducting the usability analysis. The evaluation was based on Nielsen's 10 heuristic principles: visibility of system status, the match between system and the real world, user control and freedom, consistency, and standards, error prevention, recognition rather than recall, flexibility and efficiency of use, aesthetic and minimalist design, help users recognize, diagnose, and recover from errors, and help and documentation. Heuristic evaluation is more effective in detecting issues related to user dissatisfaction. The study involved creating a questionnaire based on Nielsen's 10 heuristic principles, which was distributed to 100 respondents via Google Forms. The collected data was processed into a Likert scale to become quantitative data for analysis. Validity and reliability tests were conducted to determine the results. The purpose of the usability test is to assess the usability level of the e-government mobile application (e-TUKU) and to provide recommendations for improvements based on the usability analysis results. The usability analysis of the e-TUKU mobile application revealed that the system is at a good usability level with a percentage score of 73%. The indicator with the lowest score was found in principle H8 (aesthetic and minimalist design), with percentage scores of 53% and 59%. Based on these scores, it is recommended to make improvements to the application's user interface design to enhance user satisfaction.

Kata Kunci: Infomation Technology, *usabillity*, *heuristic evaluation*, *e-goverment,* mobile application.