

ABSTRACT

The Allstats BPS application is a digital service developed by Statistics Indonesia (BPS) to provide national statistical data in an accessible and efficient manner. However, user reviews on the Google Play Store indicate several issues, such as incomplete data, delayed updates, a confusing user interface, and limited features. These problems highlight the need to evaluate the application's usability and user experience. This study aims to assess how well the Allstats BPS application meets usability standards and delivers a satisfying user experience, as well as to provide recommendations for improvement. The research employs Usability Testing using the System Usability Scale (SUS) and the Short User Experience Questionnaire (S-UEQ). A total of 400 respondents from Banyumas Regency participated in this study through purposive sampling. The SUS method measures the application's effectiveness, efficiency, and user satisfaction, while the S-UEQ evaluates user perceptions from emotional and aesthetic perspectives. The results show that the SUS score falls within the "good" category, and all eight S-UEQ scales received positive ratings. The combination of these two methods offers a comprehensive understanding of the application's performance from the user's viewpoint. The recommendations provided are expected to support the continued improvement of Allstats BPS in delivering user-centered statistical services.

Keywords: *Allstats BPS, User Experience, Usability Testing, System Usability Scale (SUS), Short User Experience Questionnaire (S-UEQ)*