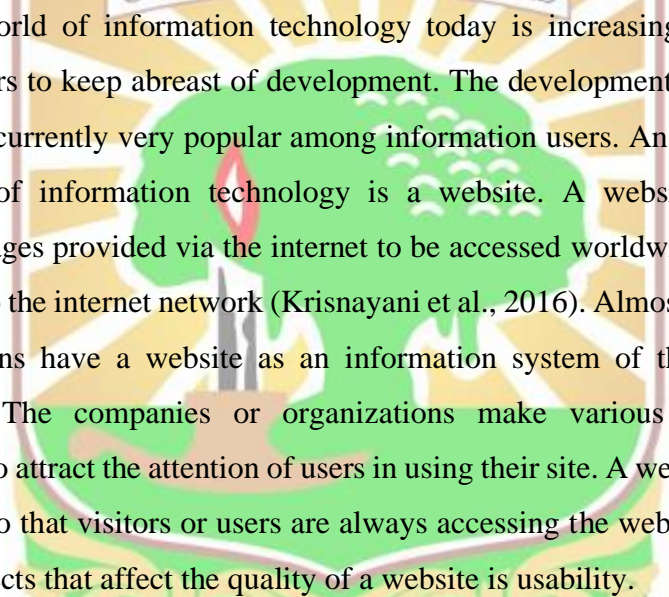


CHAPTER I

INTRODUCTION

This chapter consists of the research background, problem formulation, research objectives, research scope, and outline of this report.

1.1 Background



The world of information technology today is increasingly developing, forcing its users to keep abreast of development. The development of information technology is currently very popular among information users. An example of the development of information technology is a website. A website is a set of information pages provided via the internet to be accessed worldwide as long as it is connected to the internet network (Krisnayani et al., 2016). Almost all companies or organizations have a website as an information system of the company or organization. The companies or organizations make various improvements continuously to attract the attention of users in using their site. A website must have good quality so that visitors or users are always accessing the website. One of the important aspects that affect the quality of a website is usability.

Usability is human-computer interaction (HCI) research study that refers to the user's point of view when using and utilizing a product. Human-Computer Interaction (HCI) and usability are becoming core aspects of the system development process to improve and enhance system facilities and satisfy users' needs and necessities. According to ISO 9241:11 (1998), the definition of usability is the extent to which a product can be used by certain users to achieve the targets set with effectiveness, efficiency, and achieve user satisfaction in a certain context. The general meaning of usability can be meant to run well. Something can be useful properly if the failure in its use can be eliminated, minimized, and provides benefits and satisfaction (Rubin and Chisnell, 2018). Usability is also a major factor that can

measure the success rate of implementing a system or software. Therefore, usability can be used to measure the quality of the user experience when interacting with an interface.

For the system to achieve certain goals effectively, efficiently, and achieve user satisfaction requires usability evaluation (Aulia et al., 2016). The purpose of usability evaluation is to determine whether the design has a problem or not for the user and to collect qualitative and quantitative data to determine the level of user satisfaction. Usability evaluation is done by measuring the level of usability. The usability measurement results can be used as a benchmark to describe the system's usefulness, user acceptance, and the system's age. The success of implementing a system depends on the usefulness of the system and the ease of use so that what is expected from the use of the system can be achieved (Sahfitri and Ulfa, 2015).

University is one of the institutions that apply information technology to improve the quality of the learning process. Andalas University is one of the universities that will produce intelligent, innovative, and competitive successors. One of the innovations provided by Andalas University by implementing the use of information technology is to create a library information system that can help facilitate teaching and learning needs. The Andalas University library website makes it easy for the academician and the general public to find supporting materials online in carrying out teaching and learning activities. Several facilities can be used, such as a catalog to search for collections online, providing e-journal collections, Andalas University repositories, information about libraries, information about borrowing books, and others.

Based on the benefits obtained by a website's existence, it is appropriate for a library to build and develop an owned website to attract users to use the website. One of the efforts made is to analyze usability on the Unand library website because there has never been a usability evaluation of the website owned by the UPT library Unand. Based on the surveys before conducting the research, it turns out that the results are several students who have never used the Unand library website. The

survey results obtained were 121 respondents, 103 respondents had used the Unand library website, and 18 respondents had never used the Unand library website. The data comparison on the use of the Unand library website can be seen in **Figure 1.1**.

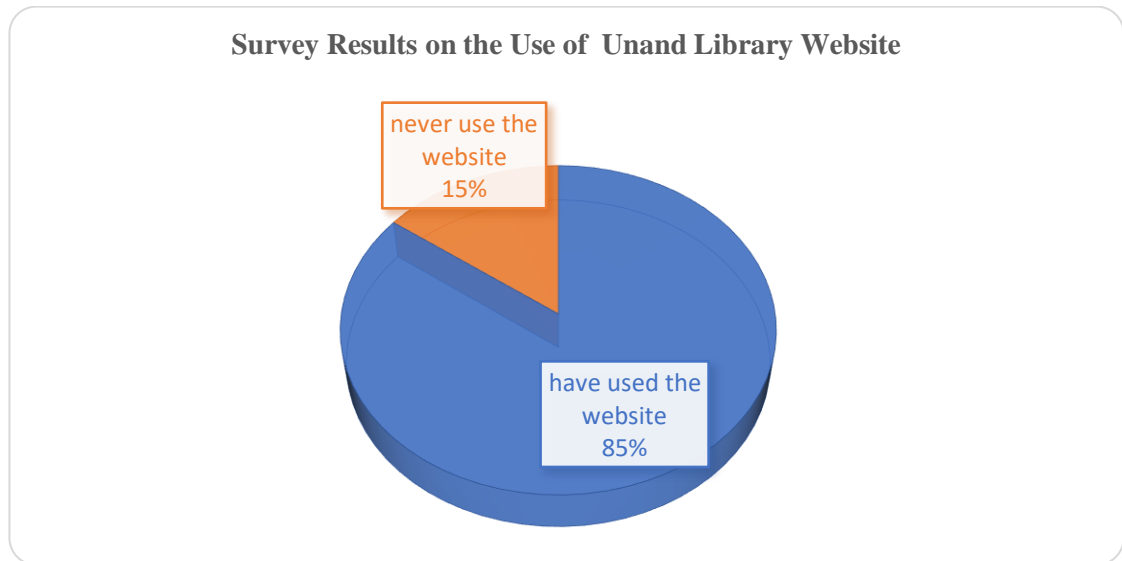


Figure 1.1 Survey Result on the Use of Unand Library Website

Based on the survey results, 103 respondents who had used the Unand library website were still not satisfied and have seven complaints about the website. There are 64 responses about the unattractive and boring appearance of the website, 40 responses about the data needed is difficult to find, 35 responses about the feature guidelines on the website are not clear, 32 responses about the website is confusing, 26 responses about the facilities provided online are not implemented, there is a feature option in the form of a blank page about 16 responses, and 47 responses said that the information presented is not up to date. The comparison of the problem above can be seen in **Figure 1.2**.

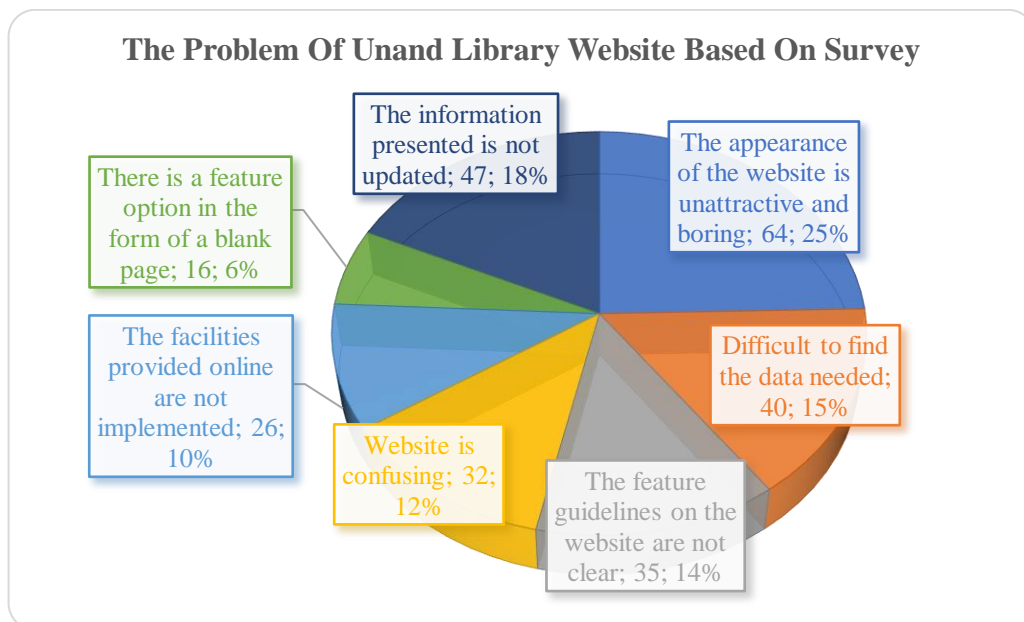


Figure 1.2 The Problem of Unand Library Website Based on Survey

The Unand library website needs to be researched to determine its usability based on the website condition above. This is also supported by user's statements based on survey results that can be seen in **Figure 1.3**. The user suggests reviewing the Unand library website. As a system that needs to be continuously developed, this library website needs usability analysis to determine Unand students' usefulness. The results of usability measurements will empirically describe user satisfaction with the system (Kusuma et al., 2016).

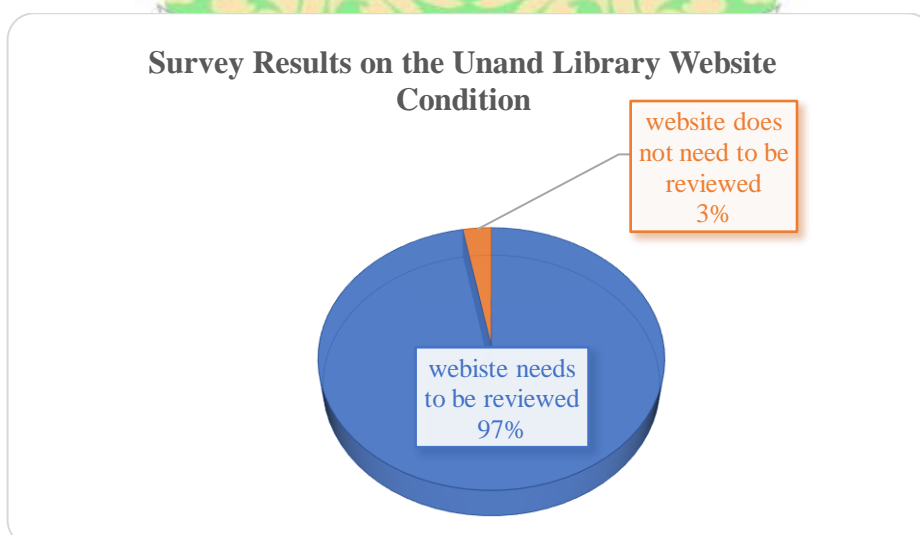


Figure 1.3 Survey Results on the Unand Library Website Condition

Usability measurement is done using a series of questionnaires that can process data related to effectiveness, efficiency, and satisfaction in using a system. Usability measurement in this study adopts the Usefulness, Satisfaction, and Ease of Use) USE Questionnaire to evaluate the Unand library website. The USE Questionnaire method is more suitable because the USE Questionnaire can cover three aspects of measuring usability according to ISO: efficiency, effectiveness, and satisfaction. This study's expected results are to see the extent to which the usability of an Unand library system has been used for years. The usability problems found in this study are expected to be an evaluation of the development team. The recommendations given can be an improvement to continue to increase the usability level from the Unand library website.

1.2 Problem Formulation

Based on the background above, this research's problem formulation is how to determine the level of usability on Andalas University Library Website.

1.3 Research Objectives

Based on the background above, this research aims to determine the level of usability and analyze the indicators that need to improve on the Andalas University Library Website.

1.4 Research Scope

The limitations of this study's problem are:

1. The respondents are Andalas University students who have used the library website of Andalas University.
2. In this study, it is assumed that there is no change in the Unand library website.



3. The research was carried out on the following features: main page, catalog, e-thesis, digital collection, video tutorial, local content, Unand repository, and reading room catalog & corner.
4. The research only discussed on the following indicators: usefulness, ease of use, ease of learning, and satisfaction.

1.5 Outline of Report

The outline of writing this report is as follows:

CHAPTER 1 INTRODUCTION

This chapter contains the background of the research, the problem formulation, the research objectives, the scopes, and the final project report outline.

CHAPTER II LITERATURE REVIEW

This chapter contains theories that support this research. The theories used in this research are system information, human-computer interaction, usability, usability evaluation, population and sample, validity test, reliability test, usability test, and previous studies.

CHAPTER III RESEARCH METHODOLOGY

This chapter contains the steps in conducting research. This research methodology consists of a preliminary study, research objectives, method selection, data collection, data processing, analysis, and closing.

CHAPTER IV DATA COLLECTION AND DATA PROCESSING

This chapter contains data collection and data processing results obtained to calculate the usability level of Unand library website.

CHAPTER V ANALYSIS

This chapter contains the analysis of the data processing results carried out in this final project research.

CHAPTER VI CLOSING

This chapter contains the conclusions that have been obtained from the research and recommendations for further research.