

Perancangan Aplikasi Kuesioner Berbasis Web Untuk Penilaian Antarmuka Aplikasi: Studi Kasus e-Learning dan Online Travel Agent = A Web-Based Questionnaire App Development for User Interface Evaluation: Case Study of E-Learning and Online Travel Agent

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Abstrak

Penelitian ini bertujuan untuk mengembangkan instrumen penilaian desain antarmuka dalam bentuk aplikasi kuesioner online berbasis web dengan menggunakan Shneiderman's Eight Golden Rules of Interface Design sebagai landasan teorinya. Perancangan butir pertanyaan kuesioner dilakukan dengan melakukan evaluasi kuesioner yang telah dirancang oleh Irfani (2020) secara kualitatif melalui wawancara content validity kepada praktisi dan expert UI/UX serta face validity kepada target pengguna aplikasi. Pengembangan desain antarmuka aplikasi kuesioner dilakukan dengan metode User-Centered Design dan pengembangan sistem dilakukan dengan metode pendekatan Kanban. Aplikasi hasil pengembangan kemudian diterapkan pada penilaian aplikasi studi kasus e-Learning dan Online Travel Agent, dengan perolehan total sebanyak 339 responden. Hasil penilaian menunjukkan bahwa aplikasi pada kategori Online Travel Agent secara umum memperoleh skor yang lebih tinggi dibandingkan dengan aplikasi e-Learning. Selain itu, diperoleh serangkaian rekomendasi antarmuka untuk beberapa aplikasi pada masing-masing kategori berdasarkan titik kerendahan skor pada butir kuesioner. Oleh karena itu, dapat disimpulkan bahwa implementasi aplikasi kuesioner Rule8 sebagai platform instrumen penilaian desain antarmuka dapat dijadikan tolak ukur performa desain antarmuka serta alat analisis titik kelemahan desain antarmuka suatu aplikasi.

.....This research aims to develop an interface design assessment instrument in the form of a web-based online questionnaire application utilizing Shneiderman's Eight Golden Rules of Interface Design principles as its theoretical basis. The development of questionnaire questions were carried out by evaluating the questionnaire that had been designed by Irfani (2020) qualitatively through content validity interviews with UI/UX practitioners or experts as well as face validity interviews with target application users. The User-Centered Design approach is used for the development of said application's interface design while system development is then carried out using the Kanban approach method. The developed application is then implemented by assessing e-Learning and Online Travel Agent case study applications, resulting in a total of 339 respondents. Assessment results show that applications in the Online Travel Agent category would generally obtain higher scores compared to e-Learning applications. In addition, a series of interface design recommendations for several applications in each category were obtained from score and comparison analysis based on aspects with the lowest scores. Hence, it can be concluded that the implementation of the Rule8 questionnaire application as an interface design assessment instrument platform can be used as a benchmark for interface design performance as well as a tool for analyzing weak points in an application's interface design.