

ABSTRACT

Mamikos is the largest boarding house marketplace application that provides information of thousands of boarding houses in various regions, and is most widely used by boarding house seekers. Usability evaluation will be conducted to ensure the best user experience and able to adapt in the midst of competition. Usability testing will be used as the method of usability evaluation. The ISO 9241-11 standard is used as a basis for evaluating the level of usability through aspects of effectiveness, efficiency, and satisfaction, where the satisfaction aspect is measured using a System Usability Scale (SUS) questionnaire. In the first test, the average value of the effectiveness aspect was 88.75%, the efficiency aspect was 69.8%, and the satisfaction aspect was 56.5. Improvement recommendations are generated to improve usability and fix the problems found. After making a prototype based on recommendations for improvement, the usability value increased in all aspects with the average value of effectiveness and efficiency aspects of 100%, and the value of satisfaction aspects of 80.25.

Keywords : usability testing, system usability scale, ISO 9241-11, Mamikos App