Analysis of the Administrative System of Correspondence (SA-ATAP) Using the SUS Method (Case Study: Medan High Religious Court)

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Abstract

This research aims to evaluate the usability level of the Administrative System for Correspondence (SA-ATAP) at the Medan Religious High Court by utilizing the System Usability Scale (SUS) method. The evaluation was conducted because ease of use is a crucial factor in enhancing the effectiveness of utilizing information systems for correspondence administration. This study applies a quantitative method with a descriptive design. Data were obtained through the SUS questionnaire, which consists of 10 statements with a five-point response scale. The research participants consisted of 15 individuals with experience using SA-ATAP. Data analysis was conducted by calculating the SUS score from each respondent, followed by calculating the average score to obtain an overview of the system's usability level. The research findings indicate that SA-ATAP achieved an average SUS score of 82.17 on a scale of 0 – 100. Based on the applied SUS interpretation criteria, this score falls into the acceptable category, with a grade B and the adjective rating of Very Good. These findings suggest that overall, the respondents provided a favorable evaluation of the ease of use of SA-ATAP. This research presents empirical evidence regarding the usability level of the administrative letter management system in the context of religious courts. The measurement results can serve as a basis for system managers to maintain the already optimal usage elements and conduct further evaluations on aspects that still require improvement.

***Keywords**: System Usability Scale, SA-ATAP, Usability, Information Technology Governance, Correspondence Management.*

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3rd International Conference Epicentrum of Economic Global Framework (ICEEGLOF)
Theme: Cross-Sector and Cross-Disciplinary Strategies for Achieving the SDGS
https://proceeding.pancabudi.ac.id/index.php/ICEEGLOF

Introduction

Digital transformation has revolutionized the methods of information management and the delivery of administrative services by government organizations. Digitalization now not only focuses on providing applications but also on the system's ability to support users' work in an effective, efficient, and easily understandable manner. The 2024 United Nations E-Government Survey indicates that progress in digital governance continues to improve globally, but the quality of digital services remains a factor that needs attention at both the national and local levels. The assessment of digital systems must consider the direct user experience, not just the existence or completeness of system functions [1] .

In the context of government organizations, one of the crucial aspects of digitization is the management of correspondence administration. The process of incoming mail, outgoing mail, disposition, document search, status tracking, and archiving requires a system that can consistently support the work. Research [2] and [3] designed a digital archive management system that offers archive search capabilities and digital document uploads. Therefore, in accordance with the demands of the correspondence administration system. A complex mail administration system can increase the burden on users, slow down task completion, and raise the risk of errors in the administration process. Research [4] on the e-office system of the Riau Province Disnakertrans indicates that usability issues can arise in the letter management process, especially when users encounter difficulties in operating the system and understanding the e-letter features. Although the system received a SUS score of 65.3, the results also indicate room for improvement in aligning the system with user needs.

Usability issues in the government administration system are also evident in the research on the SRIKANDI application in the Regional Device Organization of the Magelang City Government. Using a quantitative approach and SUS to measure the usability of the application. The research results obtained a SUS score of 58.00, indicating that user acceptance is still at a marginal level and there are complaints, particularly related to user satisfaction aspects [5]. These findings indicate that the government digital administration system, which has been used institutionally, still needs to be evaluated from the user's perspective. Thus, the formal implementation of the system is not sufficient to demonstrate that the system meets user usability needs. From the perspective of usability evaluation, [6] used the System Usability Scale (SUS) to measure the ease of use of the online-based application and obtained an average score of 82.5. These findings support the use of SUS as a quantitative evaluation instrument.

Other research shows that the organizational context can produce variations in usability levels. [7] for example, conducted an assessment of the Village Financial System (SISKEUDES) using the SUS and obtained a score of 57, which is considered low. These findings indicate that the system implemented to support government administration may not have reached the ideal level of ease of use, even though the system was designed to streamline organizational tasks. In a more recent context, [8] evaluated the Regional Government Information System (SIPD) in the Nagan Raya Regency Government involving 120 users. The study produced an average SUS score of 51.33 and identified issues in navigation, feature consistency, and usage efficiency.

System Usability Scale (SUS) is a significant method for assessing the state because it offers a solid quantitative measure of users' views on the usability of a system. SUS consists of 10 statements with a standardized response scale, resulting in a score between 0 and 100. Recent research findings indicate that SUS is still widely applied in the evaluation of information systems. [9] through a Systematic Mapping Study of SUS research from 2021 to 2025, it was found that SUS is used in various domains of information systems, with the study showing the prevalence of SUS usage in the evaluation of technologies and applications involving general users. These findings affirm the position of SUS as an efficient tool for generating usability metrics that can be compared across research subjects.

From the perspective of instrument utilization validity, the research [10] indicates that SUS can function as a usability evaluation measure across various digital interfaces. This study

evaluates SUS on two voice user interfaces and analyzes the SUS scores along with adjective ratings and confidence intervals. The results support the application of SUS as an indicator for assessing usability. However, [11] also indicates that SUS has limitations because not all dimensions of software quality in certain standards can be directly represented by the ten SUS items. This indicates that SUS is suitable for use as a tool to measure usability in general, but the results must be interpreted according to the system context and user characteristics.

Recent research in Indonesia shows that measuring SUS can provide more significant information when linked to the context of the system being evaluated. [12] analyzed the contract data recording feature in the SAKTI system owned by the Ministry of Finance using SUS and UEQ. The study obtained an initial SUS score of 67.39, then identified 12 usability issues through open-ended questions, interviews, and usability testing. After the interface improvements focused on user-centered design, the SUS score increased to 84.35. These findings indicate that the SUS score can serve as a foundation for determining system improvement needs when combined with an understanding of the usage context.

Although various studies have utilized the System Usability Scale (SUS) to assess governance systems, e-offices, administrative systems, and public service applications, there are still research opportunities in the administrative system of correspondence applied in the judicial context, particularly at the Medan Religious High Court. Previous research has focused more on regional government systems, regional government e-offices, archiving applications, village financial systems, education, or general information systems. Research on SA-ATAP in the context of correspondence administration in judicial institutions is still rarely found in the reviewed literature. In addition, some studies utilize the SUS as a comprehensive score without specifically linking it to the characteristics of the correspondence administration process and user needs within the judicial organization. Therefore, this study aims to produce empirical evidence regarding the usability level of SA-ATAP based on user perspectives. This study aims to evaluate the usability level of the Administrative System for Correspondence (SA-ATAP) at the Medan Religious High Court by utilizing the System Usability Scale (SUS) method.

Literature Review

Usability is one of the crucial factors in assessing the quality of an information system, as it reflects the extent to which the system can be utilized by users to achieve specific goals in an effective, efficient, and satisfying manner within the context of its use. In information system research, usability is not only related to interface design but also to the ease with which users can understand functions, complete tasks, remember procedures, reduce errors, and have a satisfactory user experience. The concept is related to the Correspondence Administration System (SA-ATAP) because this system is designed to support correspondence administration activities that require repeated user interaction. A system with comprehensive functions cannot be considered to meet user needs if users still encounter difficulties when using those functions. Therefore, usability becomes a fundamental element used to evaluate the quality of user interaction with SA-ATAP. Research [9] indicates that the System Usability Scale (SUS) is one of the methods frequently used in information system evaluation due to its simplicity, reliability, and applicability to various types of applications.

System Usability Scale is a standardized tool for obtaining a quantitative measure of a system's usability based on user perspectives. SUS consists of 10 statements with a 5-level response scale and produces a final score between 0 and 100. The measurement tool consists of both positive and negative statements, so the score processing involves reversing the values of the negative items before multiplying the total score by 2.5. The final result is used as the SUS score, which reflects the system's usability level. Although SUS produces a single overall score, its understanding can be enriched with an acceptability range, a rating scale, and descriptive evaluations to provide meaning to the position of that score. [10] provides empirical evidence that SUS remains relevant as a usability measure across various types of digital interfaces, and

indicates a correlation between SUS scores and descriptive usability evaluations. This confirms the use of SUS as a quantitative tool in this research.

In this study, SA-ATAP functions as the system object being evaluated, while usability is the construct measured using the SUS. Therefore, this research does not aim to test causal relationships between various independent and dependent variables, but rather to measure and describe the usability level of SA-ATAP based on user perspectives. This approach aligns with the characteristics of descriptive quantitative research because data is collected through the SUS questionnaire and then processed into numerical values. The conceptual relationship can be stated that the characteristics of SA-ATAP usage influence users' perceptions of usability, which are subsequently evaluated using the SUS instrument. The measurement results provide an objective basis for understanding the usability position of the system and assessing whether further evaluation or improvement is needed. Research on government systems also indicates that SUS can be utilized to assess the usability of applications used in public administration activities.

Previous research has shown varied results. [4] analyzes the usability of the e-office information system at the Riau Province Disnakertrans using the SUS. This system is equipped with e-letter features as well as various other administrative functions. The research results show a SUS score of 65.30, which falls into the Marginal High category according to the acceptance range, with a grade scale of D and an adjective rating of OK. This research is pertinent because it shares similarities in the conceptual object, namely the office administration and digital documentation system. Meanwhile, [5] conducted a usability evaluation of the SRIKANDI application in the OPD of the Magelang City Government using a quantitative approach and SUS. The score obtained was 58.00, indicating that there is potential to improve the application's usability. Both studies indicate that public administration applications can produce varying levels of usability even though they are both used to support the organization's operational processes.

Another study produced quite different findings. [13] implemented SUS on the General Procurement Plan Information System (SIRUP) in the Central Java Provincial Government with 100 active users. The quantitative research indicates that the system is considered useful and accepted by users. These findings contrast with the research on the e-office of the Riau Province Manpower and Transmigration Office and the SRIKANDI application, which showed lower usability values. The difference indicates that the level of usability cannot be concluded solely based on the type of organization or the function of the system. Evaluation needs to be conducted on specific systems and user contexts. Additionally, the research [9] through a Systematic Mapping Study on SUS research for the period 2021–2025 indicates that SUS has been implemented in various application domains and user contexts. However, the study also indicates the presence of various objects and characteristics in SUS research, thus there are still opportunities to apply the method to the correspondence administration system within the judicial institution environment.

Based on that analysis, the gap in this research lies in the context of the object and the nature of the users. Previous research has extensively evaluated the usability of e-office in local government, SRIKANDI, e-government portals, and other administrative information systems, but studies specifically measuring the usability of the Administrative Letter Management System (SA-ATAP) at the Medan Religious High Court are still rare. This research addresses the aforementioned gap by presenting empirical evidence regarding the usability level of SA-ATAP through a quantitative method using the System Usability Scale (SUS). The conceptual framework of the research positions SA-ATAP as the subject of evaluation, SA-ATAP users as the source of assessment, and usability as the construct measured through 10 SUS items. The respondents' answer data is then converted into SUS scores ranging from 0 to 100 and analyzed based on the appropriate usability criteria.

Research Methodology

This research adopts a quantitative approach with a descriptive evaluative design. The design was chosen because the research aims to obtain a numerical representation of the usability level of the Administrative Letter Management System (SA-ATAP) based on user experience, rather than testing the causal relationship between independent and dependent variables. The object of the research is the SA-ATAP implemented at the Medan Religious High Court, while the unit of analysis is the users who directly interact with the system in the correspondence administration process. The quantitative approach allows the transformation of user perceptions into numerical data through questionnaires, which are then processed into System Usability Scale (SUS) scores. The application of SUS in information system evaluation research has been widely used because its instrument is brief, easy to convey to respondents, and produces usability scores in the range of 0 to 100. [9] through systematic mapping research, it was also revealed that SUS has been extensively applied in the evaluation of applications and information systems between 2021 and 2025.

The research data includes primary data as well as secondary data. The initial data were obtained directly from SA-ATAP users through the SUS questionnaire and, if necessary to strengthen the interpretation of the results, through observations of system usage. The questionnaire was administered after respondents utilized SA-ATAP in correspondence administration activities, ensuring that the evaluation reflected their actual usage experience. Secondary data includes additional information about SA-ATAP, correspondence administration procedures, system documentation, and scientific literature related to usability and SUS. The research population includes all internal users of SA-ATAP at the Medan Religious High Court who utilize the system in correspondence administration. If the number of users is quite limited, the research applies total sampling, where all members of the population who meet the criteria of SA-ATAP users are made respondents. If the number of users exceeds capacity and it is not possible to involve the entire population, the research can apply purposive sampling with respondent criteria, namely users who have utilized SA-ATAP and understand the administrative correspondence process supported by the system. Determining user criteria is crucial because the SUS assesses perceptions after users interact with the system being evaluated [14].

The research instrument is the System Usability Scale (SUS) questionnaire, which consists of 10 statements with a five-point Likert scale, ranging from 1 = strongly disagree to 5 = strongly agree.

Table 1. Answers to SUS Questions

Abbreviation	Answer Choices	Answer Score
STS	Strongly Disagree	1
TS	Don't agree	2
N	Neutral	3
S	Agree	4
SS	Strongly Agree	5

Table 2. SUS Questions

No.	Question
1	I am thinking of using this system again.
2	I find this system complicated to use.
3	I find this system easy to use.
4	I need help from someone else or a technician in using this system.
5	I feel that the features of this system are functioning as they should.
6	I feel that there are many inconsistent things (not harmonious in this system).
7	I feel that others will be able to understand how to use this system quickly.

8	I find this system confusing.
9	I feel there are no obstacles in using this system.
10	I need to get used to it first before using this system.

The ten SUS items consist of alternating positive and negative statements. Odd-numbered items, namely 1, 3, 5, 7, and 9, reflect affirmative or positive statements, while even-numbered items, namely 2, 4, 6, 8, and 10, reflect negative statements. The instrument is administered after the respondents complete their use of SA-ATAP so that the evaluation is based on actual usage experience. [10] the use of SUS in evaluating interactive systems shows that the tool can be relied upon as a quantitative measure for assessing usability. Other validation studies also show that SUS consists of 10 items and uses a five-point scale, as well as having attributes that support its application in the evaluation of digital systems.

Data analysis is carried out through various stages. First, all respondents' answers are evaluated to ensure their completeness. Second, each response (Ri) is adjusted according to the SUS evaluation criteria. For positive items or items that are not even, the contribution is assessed using the formula:

$$\boldsymbol{Odd\ item\ score} = \boldsymbol{R^i - 1}$$
$$\boldsymbol{Even\ item\ score} = \boldsymbol{5 - R^i}$$

Third, the total contribution from the 10 items is summed and multiplied by 2.5 to produce an individual SUS score in the range of 0 – 100.

$$\mathbf{SUS} = \left(\sum \boldsymbol{Score}\right) \boldsymbol{x}\ \mathbf{2,5}$$

Mathematically, the SUS score can be expressed as:

SUS = 2,5 × [(R1−1) + (5−R2) + (R3−1) + (5−R4) + (R5−1) + (5−R6) + (R7−1) + (5−R8) + (R9−1) + (5−R10)].

Next, the total SUS score from the respondents is averaged, which is obtained by dividing the total score by the number of respondents (n), so the formula is:

$$\boldsymbol{Average} = \frac{\sum \boldsymbol{sus}}{\mathbf{n}}$$

The transformation procedure is in line with the SUS method applied in recent academic research [15] and [16] .

The final results are analyzed using descriptive statistical methods to obtain the average SUS score as an indicator of the usability level of SA-ATAP. This score is further analyzed by utilizing the acceptance range, rating scale, and descriptive assessment in accordance with the SUS interpretation guidelines. The analysis can be extended with the distribution of respondent scores and the value of each item to identify elements of the user experience that receive relatively low or high responses. However, each item is not considered a SUS subscale because the SUS instrument essentially produces a single overall score for usability. This method provides a quantitative measure that can be used to assess the usability condition of SA-ATAP and serves as a basis for formulating system improvement recommendations. This approach is in line with research [10] that utilizes the SUS score as a quantitative metric and adds it with the interpretation of adjectival assessments.

Results

4.1. Research Results

This research aims to assess the usability level of the Administrative Letter Management System (SA-ATAP) at the Medan Religious High Court by utilizing the System Usability Scale (SUS) method. The measurement was conducted through a questionnaire consisting of 10 statements with five answer options. A total of 15 participants were involved in this study. The analysis of respondents' feedback data was conducted using the SUS score calculation guidelines to assess the ease of use of the system based on user evaluation.

4.1.1. SUS Score Calculation Results

The SUS calculation is performed by assigning weights to each response. For affirmative statements on odd numbers, the response value is reduced by one. Meanwhile, for negative statements on even numbers, the contribution value is obtained by subtracting the response value from five. The total contribution value is summed and multiplied by 2.5 to obtain the SUS score for each respondent.

Table 3. Results of the SUS SA-ATAP Score Calculation

Respondents	SUS Score	Respondents	SUS Score
R1	70,00	R9	77,50
R2	75,00	R10	77,50
R3	85,00	R11	75,00
R4	92,50	R12	77,50
R5	87,50	R13	77,50
R6	90,00	R14	85,00
R7	87,50	R15	85,00
R8	90,00		
Total Score	1.232,50		
Average SUS	82,17		

Based on Table 3, the average SUS score for SA-ATAP reached 82.17 on a scale of 0 to 100. The first respondent received the lowest score of 70.00, while the fourth respondent achieved the highest score of 92.50. Although the score range indicates differences in user experiences, the overall calculation from all respondents reached a minimum score of 70.00. The average score of 82.17 indicates that user evaluations of the usability of SA-ATAP tend to be favorable. The score is 14.17 points above the reference score of 68 commonly used in SUS assessments. This finding indicates that the system has achieved a level of usability that is quite satisfactory according to the respondents. However, the SUS score reflects an overall evaluation of usability and does not directly prove that every function of the system operates without obstacles.

4.1.2. Distribution of Respondent SUS Scores

To analyze the evaluation patterns of respondents, the SUS scores are divided into four intervals. This grouping is utilized solely to show the distribution of scores.

Table 4. Distribution of respondent scores

SUS Score Intervals	Number of Respondents	Percentage
60–69	0	0,00
70–79	7	46,67
80–89	5	33,33
90–100	3	20,00
Total	15	100,00

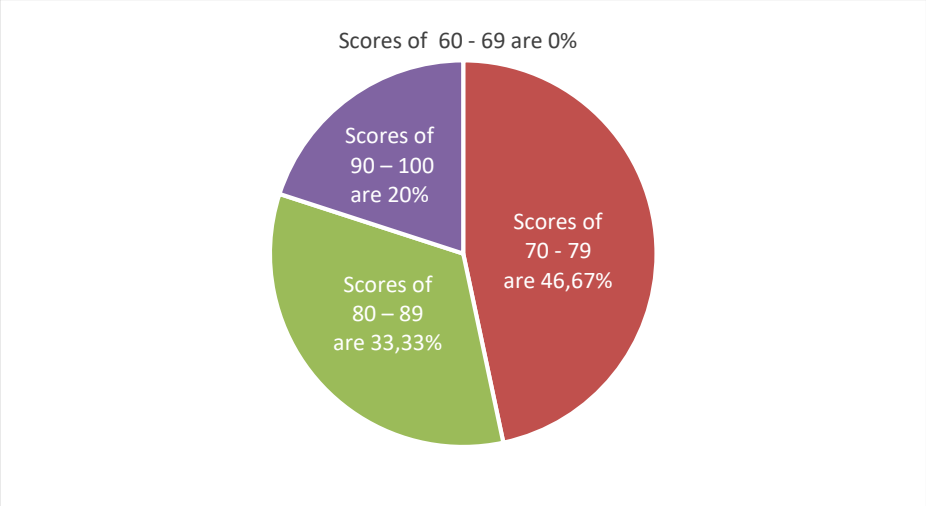


Figure 1. Distribution of respondent scores

Table 4 indicates that seven respondents, equivalent to 46.67%, scored in the range of 70 to 79. Five respondents, or 33.33%, scored between 80 and 89, while three respondents, or 20%, scored at least 90. No participants scored below 70. Overall, eight participants, or 53.33%, achieved a minimum score of 80. These findings indicate that more than half of the respondents provided a fairly high evaluation of the usefulness of SA-ATAP. However, this distribution also suggests that user evaluations are not entirely consistent. Additional evaluations can be conducted to analyze the elements that influence the variation in experiences.

4.1.3. Interpretation of SA-ATAP Usability Level

The average SUS score should be analyzed using uniform criteria. In usability research, a score of 68 is often used as a general standard. On the other hand, the categories of acceptability range, grade scale, and adjective rating can be utilized to clarify the understanding of the score.

Table 5. Interpretation of SUS SA-ATAP Results

No.	Indicator	Results
1	Number of Respondents	15 people
2	Average SUS Score	82,17
3	SUS Score Range	0 – 100
4	SUS Benchmark Score	68,00
5	Difference from the reference score	+14,17
6	Acceptability Range	Acceptable
7	Grade Scale	B
8	Adjective Rating	Excellent
9	General Conclusion	The usability of SA-ATAP was rated as good by the respondents

According to Table 5, the SUS score reached 82.17, which falls into the acceptable category, with a grade B interpretation and an adjective rating of Excellent according to the applied interpretation scheme. These findings indicate that respondents overall consider SA-ATAP to be an easy-to-use and acceptable tool for supporting correspondence administration activities.

Nevertheless, the category does not indicate that all system elements have reached optimality. SUS produces a total score that reflects user evaluation of ten statements. Therefore, the measurement results have not yet definitively explained whether users face obstacles in navigation, interface consistency, or specific functions. A more in-depth identification of issues requires further analysis, such as interviews or task-based usability testing.

Conclusion

4.2.1. Analysis of SA-ATAP Usability Level

Research findings indicate that SA-ATAP achieved an average SUS score of 82.17. This score reflects that the system has received a favorable usability evaluation from users at the Medan Religious High Court. In the realm of correspondence administration, ease of accessibility is a crucial element because users must interact with the system to consistently carry out administrative activities.

A relatively high score indicates that, in general, respondents provided a favorable evaluation of their experience with SA-ATAP. However, these results should be understood within the context of the instrument's scope. SUS assesses perceived usability, not server speed, data security, accuracy of disposition flows, or the success of all technical functions. Therefore, the research findings support the conclusion that the usability of SA-ATAP is positively rated by respondents, but it is not sufficient to state that all aspects of system quality have been met.

The variation in scores among respondents also presents information that needs to be considered. A minimum score of 70.00 and a maximum score of 92.50 indicate that users do not provide uniform assessments. This variation may be related to experience, frequency of use, or different job requirements. However, this research has not specifically tested these factors, so the cause of the score differences has not yet been identified.

4.2.2. Comparison with Previous Research

The results of this study can be compared with the research [4] on the e-office information system at the Riau Province Disnakertrans. That study achieved a SUS score of 65.3. On the other hand, the SA-ATAP study obtained a score of 82.17. This difference indicates that the administrative system supporting the correspondence process can receive varying usability evaluations. However, the comparison does not automatically indicate that SA-ATAP is superior, considering that both studies were conducted in different organizational contexts and user groups.

Research [5] on the implementation of SRIKANDI in the regional device organizations of the Magelang City Government recorded a SUS score of 58.00. A higher SA-ATAP score indicates that usability evaluation should be conducted directly on the system being studied. The implementation of administrative applications in government institutions does not automatically ensure a high level of ease of use. User experience continues to be a crucial element in system evaluation.

The findings of this study align with the application of SUS in the evaluation of digital interfaces by [10]. The research shows that SUS can function as a quantitative metric for measuring the usability of digital interfaces. Therefore, the application of SUS to SA-ATAP provides an empirical contribution to the assessment of the administrative system of correspondence in the judicial environment, especially by generating usability scores that can serve as a basis for further evaluation.

It should be noted that the score differences between studies only provide a descriptive comparison. To demonstrate statistically significant differences, adequate comparative research data and appropriate statistical analysis are required. This study did not conduct such testing.

4.2.3. Implications of Research Results

A SUS score of 82.17 can be used as a reference to maintain and improve the usability quality of SA-ATAP. Some follow-up steps that can be considered are as follows:

1. Maintaining the elements of usage that have been optimal. The analysis results indicate that user feedback is overall positive. Therefore, system improvements should consider the functions and processes that have been effectively implemented.
2. Determining user experiences with lower ratings. Respondents who score between 70.00 and 77.50 can be included in further evaluation to identify aspects of system use that still require improvement.

3. Conducting task-based evaluations. Direct testing of the administration of correspondence activities can help uncover obstacles that cannot be explained by the total SUS score.
4. Conduct regular assessments. Post-system improvement SUS measurements can be utilized to observe changes in user evaluations over time.

The recommendation is a suggestion for the next steps, not an indication that specific issues have been identified in SA-ATAP. The process of prioritizing improvements requires additional data support that can be obtained through interviews, observations, or user task testing.

4.2.4. Research Limitations

This research involves 15 respondents, so the results reflect the evaluation of the group of respondents studied. Generalizations to different user groups must be made with caution. Additionally, SUS generates an overall score for usability and has not yet provided an in-depth analysis of the factors influencing user assessments. Subsequent research could enrich SUS through interviews, observations, or task-based usability evaluations. This approach can facilitate the identification of system elements that require improvement as well as elucidate the reasons behind the ratings given by respondents.

4.3. Summary of Results and Discussion

Based on the analysis of data from 15 respondents, SA-ATAP received an average SUS score of 82.17. This score falls into the acceptable category, with a grade B interpretation and an adjective rating of Excellent based on the applied interpretation framework. The findings indicate that overall, users have given a favorable evaluation of the usefulness of SA-ATAP at the Medan Religious High Court.

This research presents an empirical illustration of the usability of SA-ATAP and can serve as a foundation for future system evaluations. However, a high SUS score cannot be the sole indicator that all technical functions and administrative processes are operating optimally. Additional evaluation is still necessary if further research aims to identify issues with specific features or test variables that affect user experience.

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