USER EVALUATION ANALYSIS OF THE TICKET PURCHASING FUNCTION IN THE M.TIX APPLICATION USING THE USABILITY SCALE (SUS) METHOD

[1]Nur Aeni Hidayah, [2]Kaila Yusri Salsabilla
[12]Information System, Faculty of Science and Technology
State Islamic University of Syarif Hidayatullah Jakarta,
Jl. Ir. H. Juanda No.95, Cemp. Putih, Kec. Ciputat Timur, Kota Tangerang Selatan, Banten 15412
Email: nur.aeni@uinjkt.ac.id, kailasalsabilla21@mhs.uinjkt.ac.id

ABSTRACT

The M.TIX application has several features that can be accessed anytime and anywhere. There are still some user complaints against the currently operating M.TIX application. One of them concerns the look and feel of the UI/UX which seems old-fashioned and unattractive. The purpose of this study is to analyze user ratings of the M.TIX ticket purchasing function using the system usability scale (SUS) method and recommend user interface improvements to the original application. Data collection was carried out by distributing Likert scale questionnaires online via the Google form, where the number of research samples was 61 people. The results of this study indicate that the average SUS score for the ticket purchasing function of the M.TIX application is 68.5 which is included in the Very High, OK category and is given the title D. Based on this, UI/UX needs to be improved, and see also the performance of the application. M. TIX

Keywords: M.TIX, System Usability Scale, Usability, Application

1 INTRODUCTION

Over time, cinemas in Indonesia, especially XXI or Cinema 21, have started implementing a multi-online feature system that allows users to use several features in the application without waiting in long queues and can be done at any time. and anywhere. The system is called M.TIX which users can download via Playstore or Appstore. According to Playstore data, the number of M.TIX application installations by users until June 2023 was categorized as above 10 million installations, while in January 2018 it was categorized as above 1 million installations [13]. The increasing number of M.TIX application installations on the Play Store shows that the enthusiasm of Indonesian users for the M.TIX application is very high.

M.TIX consists of several features that have their own privileges such as ticketing features, features for purchasing food and drinks, or what is known as M. Food, payment features that can use various payment methods on e-wallets such as Gopay, Sakuku, and M.TIX Point, an inbox feature to receive notifications from XXI, and an e-voucher feature that can be exchanged by entering a discount code. This research only discusses the ticket purchase feature on the M.TIX application. There are still some user complaints against the currently operating M.TIX application. Based on user feedback data from Playstore until June 2023, one of the problems users often complain about is the UI/UX display that looks old and unattractive.

One of the factors that support the success of M.TIX applications is the ease of use. M.TIX applications with high usability will be increasingly adopted by users, and vice versa if low usability is usually the reason why M.TIX applications are rarely used. Therefore, researchers want to further test the user rating of the purchasing function of the M.TIX application using the System Usability Scale (SUS) method.

2 LITERATURE REVIEW

M.TIX is a mobile application based on Android and iOS created by Cinema 21 Group in 2015. M-TIX offers online movie ticket and food ordering services. M.TIX can meet consumer needs for its application features without waiting for long queues and can be run anywhere and anytime [6].

The usability measure must include three aspects [3]. First, efficiency shows the level of accuracy and excellence achieved by the user when performing certain tasks. Second, efficiency shows that the resources used are related to the accuracy and perfection achieved by users in carrying out tasks. Third, satisfaction indicates that the user does not experience discomfort and shows a positive attitude toward using the product.

The characteristics of SUS can be interesting and different from other questionnaires [9]. First, SUS consists of ten questions, so it is relatively quick and easy for respondents to fill out the questionnaire. Second, SUS is technology agnostic, meaning it can be used and widely evaluated for almost any type of interface, including websites, applications, etc. Third, the results of the questionnaire are single values ranging from 0 to 100 and are relatively easy to understand across disciplines, both individuals and groups. SUS is also a valid and reliable usability testing tool.

SUS is a questionnaire that can be used to measure the usability of a computer system or software from the subjective point of view of the user. So far, SUS has been widely used to measure usability and has shown several benefits [3]. First, SUS is easy to use because it scores between 0 and 100 points. Second, SUS is very easy to use and does not require complicated calculations. Third, SUS is given free of charge, no additional costs are required. Fourth, SUS has been proven valid and reliable even with a small sample size.

The user interface is the science of the graphical layout of the web or application. Areas of the user interface are the buttons the user will click, the text, images, text input fields, and any elements the user interacts with. Including layouts, animations, transitions, and all the little interactions. The user interface designs all the visual elements of how users interact with web pages and applications [5].

3 METHODS

One of the methods used is the descriptive method with a quantitative approach. The descriptive approach is carried out by seeking information related to existing symptoms, clearly explaining the goals to be achieved, planning ways to achieve them, and collecting various kinds of data as reporting material [5]. In this study, the authors wanted to find out how users evaluate the purchasing features of the M.TIX application. This research approach is used.

A quantitative approach is used because it uses numbers to collect data, interpret data, and generate results. This approach is also associated with explorative variables, which focus on current issues and current phenomena, in the form of research results in the form of significant figures. In addition to using a descriptive method with a quantitative approach, this study also used the System Usability (SUS) scale using a Likert scale and tested its validity and reliability tests.

Table 1 Assessment Questionnaire on the SUS

Code	Question
Q1	I'm thinking of using the M.TIX app's ticket purchase feature again.
Q2	I found the M.TIX app's ticket purchase function difficult to use.
Q3	I found the M.TIX app's ticket purchase feature easy to use
Q4	I need the help of another person or technician to use the M.TIX application's ticket purchase feature.

Q5	I feel the ticket-purchasing function of the M.TIX app works well
Q6	I feel that many things are not compatible with the ticket purchase feature in the M.TIX application.
Q7	I think soon others will understand the feature of buying tickets from the M.TIX application.
Q8	I found the M.TIX app's ticket purchase feature confusing
Q9	I feel there are no obstacles to using the ticket purchase function in the M.TIX application.
Q10	I need to get used to this before I can use the ticket purchase feature in the M.TIX application.

The table above represents the SUS in the form of a 10-item questionnaire consisting of five positive questions and five negative questions. The SUS questionnaire uses a 5-point Likert scale which includes "Strongly Disagree (STS)", "Disagree (TS)", "Doubtful (R)", "Agree (S)", and "Strongly Agree (SS)". 10-point SUS statement according to their subjective assessment. If the respondent does not find the desired answer scale, then the respondent must fill in the midpoint of the testing scale. The following is a description of the Likert scale on the questionnaire:

Figure 1 Description of the Calculation of the Likert Scale

In the SUS calculation, there is a rule that for every odd question such as 1, 3, 5, 7, and 9 it will be deducted by 1. For every even question such as 2, 4, 6, 8, and 10 the contribution score is 5 minus the rank of the questions received from the respondent. Multiply the total contribution score by 2.5 to get the overall system usability score. SUS scores range from 0 to 100. The formula for calculating SUS scores is as follows:

$$Skor\ SUS = ((Q1 - 1) + (5\text{-}Q2) + (Q3\text{-}1) + (5\text{-}Q4) + (Q5\text{-}1) + (5\text{-}Q6) + (Q7\text{-}1) + (5\text{-}Q8) + (Q9\text{-}1) + (5\text{-}Q10) * 2{,}5)$$

Figure 2 SUS Score Calculation Formula

The formula for calculating the SUS score contains information on Q1, Q2, Q3, etc., which are defined as question 1, question 2, question 3, etc. The SUS questionnaire was filled out online using the Google form and distributed via WhatsApp and the Instagram platform to users who bought cinema tickets on the M.TIX application. The questionnaire was distributed for 1 week from 29 May 2023 to 5 June 2023. This study used a sample of 61 users who used the M.TIX application. Questionnaires delivered to respondents were tested using SPSS in the validity test and reliability test. This is because SPSS is one of the most commonly used statistical processing programs in research that uses quantified quantitative data or qualitative data [2].

4 RESULTS AND DISCUSSION

4.1 SUS Result

Answers were received from 61 respondents. Depending on gender, the respondents consisted of 33 women and 28 men, and the average age of the respondents ranged from 17 to 25 years. As seen in the image below:

Table 1 The Original Score of the Questionnaire

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	4	4	3	3	4	4	4	5	4	5
2	5	2	5	3	4	2	4	3	4	4
3	3	3	3	4	3	2	3	3	3	5
4	5	3	3	4	4	2	4	4	4	5
5	5	5	5	5	5	5	5	5	1	3
6	5	1	5	1	5	1	5	1	5	5
7	3	2	4	4	4	2	4	2	3	4
8	4	2	4	3	4	3	4	2	3	4
9	5	2	5	1	3	2	4	1	3	2
10	5	1	5	1	5	1	5	1	5	3
11	4	2	4	3	4	2	3	3	4	3
12	4	2	4	2	3	4	4	2	4	4
13	5	1	5	2	5	3	4	2	3	5
14	5	1	4	1	5	2	4	2	4	4
15	5	1	5	2	4	3	5	1	5	2
16	3	3	3	3	3	3	3	3	3	3
17	5	1	5	1	5	1	5	1	5	1
18	1	3	4	2	4	3	3	2	4	4
19	4	2	4	1	5	2	3	1	3	2
20	5	1	5	1	4	2	4	1	4	2
21	4	1	4	2	4	3	4	2	4	4
22	4	1	5	1	4	3	4	1	4	3
23	3	2	4	3	5	2	4	2	5	5
24	4	2	4	1	4	2	4	2	2	3
25	2	1	5	1	5	2	5	1	5	4
26	4	2	4	2	4	3	3	2	4	2
27	5	2	4	4	4	2	4	2	3	4
28	4	3	4	4	4	3	5	4	3	4
29	3	3	3	2	4	2	4	3	3	4
30	1	2	2	1	1	3	2	1	1	3
31	3	2	4	2	4	4	3	2	3	3
32	3	2	4	2	3	3	3	3	4	4
33	5	1	5	1	5	3	5	1	5	5
34	3	2	4	1	5	3	4	1	4	2
35	5	4	5	4	5	5	5	4	4	4
36	1	1	1	1	1	1	1	1	1	1
37	4	2	4	3	4	2	3	2	4	4
38	4	2	4	2	4	2	4	2	4	1
39	4	2	4	2	5	2	4	2	4	3
40	4	3	5	5	3	5	5	1	5	5
41	4	2	4	4	4	2	3	2	4	2
42	4	2	4	3	4	2	4	2	4	4

43	4	2	5	4	4	1	5	2	4	4
44	2	1	5	2	4	2	5	1	4	4
45	4	2	4	1	4	3	3	3	4	2
46	5	1	5	3	3	2	4	3	5	4
47	5	2	5	1	3	5	5	2	5	3
48	3	1	4	1	4	2	4	1	2	3
49	4	3	3	1	3	2	3	2	3	1
50	5	3	4	3	3	3	3	3	3	3
51	4	2	5	1	4	2	5	1	4	3
52	5	2	5	2	2	2	4	2	5	5
53	5	2	2	1	4	3	4	2	4	2
54	4	2	4	3	4	3	4	3	4	4
55	5	2	4	2	4	3	5	1	4	2
56	5	1	5	1	5	1	5	1	5	2
57	5	1	5	1	4	3	5	3	4	4
58	4	2	4	3	4	2	4	2	4	3
59	3	3	3	3	3	3	3	3	3	3
60	5	5	5	3	4	3	5	3	3	5
61	3	2	3	3	3	3	3	3	2	3

The results of the questionnaire are then calculated using a predetermined formula to obtain the SUS score. The results of the SUS assessment are shown in the following table:

Table 2 SUS Count Result Score

Respondent	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Amount	Value (Amount x 2.5)
1	3	1	2	2	3	1	3	0	3	0	18	45
2	4	3	4	2	3	3	3	2	3	1	28	70
3	2	2	2	1	2	3	2	2	2	0	18	45
4	4	2	2	1	3	3	3	1	3	0	22	55
5	4	0	4	0	4	0	4	0	0	2	18	45
6	4	4	4	4	4	4	4	4	4	0	36	90
7	2	3	3	1	3	3	3	3	2	1	24	60
8	3	3	3	2	3	2	3	3	2	1	25	62,5
9	4	3	4	4	2	3	3	4	2	3	32	80
10	4	4	4	4	4	4	4	4	4	2	38	95
11	3	3	3	2	3	3	2	2	3	2	26	65
12	3	3	3	3	2	1	3	3	3	1	25	62,5
13	4	4	4	3	4	2	3	3	2	0	29	72,5
14	4	4	3	4	4	3	3	3	3	1	32	80
15	4	4	4	3	3	2	4	4	4	3	35	87,5
16	2	2	2	2	2	2	2	2	2	2	20	50
17	4	4	4	4	4	4	4	4	4	4	40	100
18	0	2	3	3	3	2	2	3	3	1	22	55
19	3	3	3	4	4	3	2	4	2	3	31	77,5
20	4	4	4	4	3	3	3	4	3	3	35	87,5
21	3	4	3	3	3	2	3	3	3	1	28	70
22	3	4	4	4	3	2	3	4	3	2	32	80
23	2	3	3	2	4	3	3	3	4	0	27	67,5
24	3	3	3	4	3	3	3	3	1	2	28	70

25	1	4	4	4	4	3	4	4	4	1	33	82,5
26	3	3	3	3	3	2	2	3	3	3	28	70
27	4	3	3	1	3	3	3	3	2	1	26	65
28	3	2	3	1	3	2	4	1	2	1	22	55
29	2	2	2	3	3	3	3	2	2	1	23	57,5
30	0	3	1	4	0	2	1	4	0	2	17	42,5
31	2	3	3	3	3	1	2	3	2	2	24	60
32	2	3	3	3	2	2	2	2	3	1	23	57,5
33	4	4	4	4	4	2	4	4	4	0	34	85
34	2	3	3	4	4	2	3	4	3	3	31	77,5
35	4	1	4	1	4	0	4	1	3	1	23	57,5
36	0	4	0	4	0	4	0	4	0	4	20	50
37	3	3	3	2	3	3	2	3	3	1	26	65
38	3	3	3	3	3	3	3	3	3	4	31	77,5
39	3	3	3	3	4	3	3	3	3	2	30	75
40	3	2	4	0	2	0	4	4	4	0	23	57,5
41	3	3	3	1	3	3	2	3	3	3	27	67,5
42	3	3	3	2	3	3	3	3	3	1	27	67,5
43	3	3	4	1	3	4	4	3	3	1	29	72,5
44	1	4	4	3	3	3	4	4	3	1	30	75
45	3	3	3	4	3	2	2	2	3	3	28	70
46	4	4	4	2	2	3	3	2	4	1	29	72,5
47	4	3	4	4	2	0	4	3	4	2	30	75
48	2	4	3	4	3	3	3	4	1	2	29	72,5
49	3	2	2	4	2	3	2	3	2	4	27	67,5
50	4	2	3	2	2	2	2	2	2	2	23	57,5
51	3	3	4	4	3	3	4	4	3	2	33	82,5
52	4	3	4	3	1	3	3	3	4	0	28	70
53	4	3	1	4	3	2	3	3	3	3	29	72,5
54	3	3	3	2	3	2	3	2	3	1	25	62,5
55	4	3	3	3	3	2	4	4	3	3	32	80
56	4	4	4	4	4	4	4	4	4	3	39	97.5
57	4	4	4	4	3	2	4	2	3	1	31	77.5
58	3	3	3	2	3	3	3	3	3	2	28	70
59	2	2	2	2	2	2	2	2	2	2	20	50
60	4	0	4	2	3	2	4	2	2	0	23	57.5
61	2	3	2	2	2	2	2	2	1	2	20	50

So, the average SUS score in the table is 68.44262295 or 68.5. It is calculated by dividing the initial value by the final value.

4.2 Validity Test

The validity test was carried out using SPSS on the answers to the questionnaire from 61 respondents. From the results of the validity test, it can be seen that the value of r counts and r tables. The r value is known as the Pearson Q1 correlation value with a total value of 0.457. Then r table for N = 61 or N = 60 at 5% significance, the r table value is 0.254.

Correlations

		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Jumlah
Q1	Pearson Correlation	1	-.001	.529**	-.056	.383**	-.057	.550**	-.139	.397**	-.045	.457**
	Sig. (2-tailed)		.995	.000	.668	.002	.664	.000	.285	.002	.730	.000
	N	61	61	61	61	61	61	61	61	61	61	61
Q2	Pearson Correlation	-.001	1	.189	.592**	.094	.498**	.039	.692**	.338**	.200	.688**
	Sig. (2-tailed)	.995		.146	.000	.471	.000	.768	.000	.008	.123	.000
	N	61	61	61	61	61	61	61	61	61	61	61
Q3	Pearson Correlation	.529**	.189	1	.015	.504**	-.049	.738**	.184	.550**	-.216	.595**
	Sig. (2-tailed)	.000	.146		.906	.000	.707	.000	.157	.000	.094	.000
	N	61	61	61	61	61	61	61	61	61	61	61
Q4	Pearson Correlation	-.056	.592**	.015	1	.040	.285*	-.040	.601**	.121	.427**	.597**
	Sig. (2-tailed)	.668	.000	.906		.759	.026	.758	.000	.355	.001	.000
	N	61	61	61	61	61	61	61	61	61	61	61
Q5	Pearson Correlation	.383**	.094	.504**	.040	1	.090	.574**	.024	.396**	-.099	.520**
	Sig. (2-tailed)	.002	.471	.000	.759		.493	.000	.853	.002	.450	.000
	N	61	61	61	61	61	61	61	61	61	61	61
Q6	Pearson Correlation	-.057	.498**	-.049	.285*	.090	1	-.100	.405**	.101	.182	.447**
	Sig. (2-tailed)	.664	.000	.707	.026	.493		.444	.001	.437	.160	.000
	N	61	61	61	61	61	61	61	61	61	61	61
Q7	Pearson Correlation	.550**	.039	.738**	-.040	.574**	-.100	1	.071	.519**	-.276*	.523**
	Sig. (2-tailed)	.000	.768	.000	.758	.000	.444		.589	.000	.032	.000
	N	61	61	61	61	61	61	61	61	61	61	61
Q8	Pearson Correlation	-.139	.692**	.184	.601**	.024	.405**	.071	1	.227	.335**	.651**
	Sig. (2-tailed)	.285	.000	.157	.000	.853	.001	.589		.079	.008	.000
	N	61	61	61	61	61	61	61	61	61	61	61
Q9	Pearson Correlation	.397**	.338**	.550**	.121	.396**	.101	.519**	.227	1	-.190	.616**
	Sig. (2-tailed)	.002	.008	.000	.355	.002	.437	.000	.079		.143	.000
	N	61	61	61	61	61	61	61	61	61	61	61
Q10	Pearson Correlation	-.045	.200	-.216	.427**	-.099	.182	-.276*	.335**	-.190	1	.300*
	Sig. (2-tailed)	.730	.123	.094	.001	.450	.160	.032	.008	.143		.019
	N	61	61	61	61	61	61	61	61	61	61	61
Jumlah	Pearson Correlation	.457**	.688**	.595**	.597**	.520**	.447**	.523**	.651**	.616**	.300*	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	.000	.000	.000	.019	
	N	61	61	61	61	61	61	61	61	61	61	61

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Figure 3 SPSS Validity Test Output

N	The Level of Significance	
	5%	1%
38	0.320	0.413
39	0.316	0.408
40	0.312	0.403
41	0.308	0.398
42	0.304	0.393
43	0.301	0.389
44	0.297	0.384
45	0.294	0.380
46	0.291	0.376
47	0.288	0.372
48	0.284	0.368
49	0.281	0.364
50	0.279	0.361
55	0.266	0.345
60	0.254	0.330

Figure 4 5% significance at N=60

Thus it can be concluded that Q1 is valid because the value of r count > r table is 0.597 > 0.254. Likewise, the calculation continues until Q10 to determine confidence, as shown in the following table:

Table 3 Summary of Validity Test Results

No	R count	R table	Information
Q1	0,457	0,254	Valid
Q2	0,688	0,254	Valid
Q3	0,595	0,254	Valid
Q4	0,597	0,254	Valid
Q5	0,520	0,254	Valid
Q6	0,447	0,254	Valid
Q7	0,523	0,254	Valid
Q8	0,651	0,254	Valid
Q9	0,616	0,254	Valid
Q10	0,300	0,254	Valid

4.3 Reliability Test

The reliability test using Cronbach's alpha will be said to be reliable if the value is greater than 0.7. In the table of Cronbach's alpha reliability test results for 10 questionnaire questions is 0.719 > 0.7 so this questionnaire is considered reliable or consistent.

Table 4 Reliability Test Results in 10 Questions

Reliability Statistics	
Cronbach's Alpha	N of Items
.719	10

4.4 SUS Skor Analysis

Based on the results of calculations using the SUS method, the definition of acceptability, rating scale and adjective rating are used to see how far the user sees the M.TIX application. To determine acceptability, rating scales, adjective ratings, the results of the average respondent's assessment were compared.

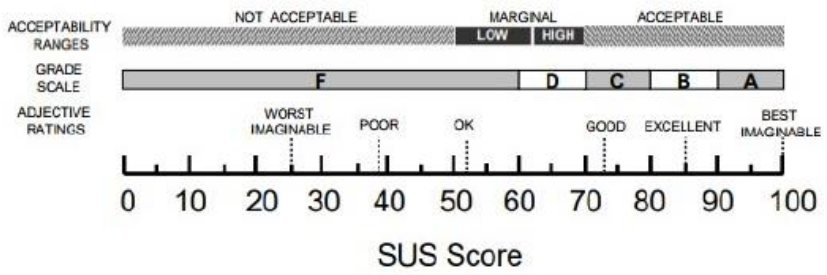

Figure 5 Analysis of SUS Score Calculation Results

In this figure, it can be used as an excuse to analyze the results of calculating the SUS score, that the SUS score can indicate the level of acceptance by the user. The SUS score must be greater than 70 to be included in the Acceptable category. Inspect SUS on the M.TIX 68.5 application is included in the Extreme High category. The SUS score is considered good if it exceeds 70.4. The SUS score on the M.TIX app is 68.5, which is okay. Research also explains SUS score categories. To get the A predicate, the minimum SUS score must be 90. The score on the M.TIX application is 68.5 and is only under the D predicate. The SUS score for the M.TIX application illustrates the user's subjective assessment that the application is less efficient, productive, and less satisfying to users. The M.TIX application needs further evaluation and development.

4.5 Improvement Recommendations

Recommendations for improvement are made based on the problems found. Improvements in UI form are done with the Uizard. Below is the initial rendered image and an example of a suggested fix on the landing page.

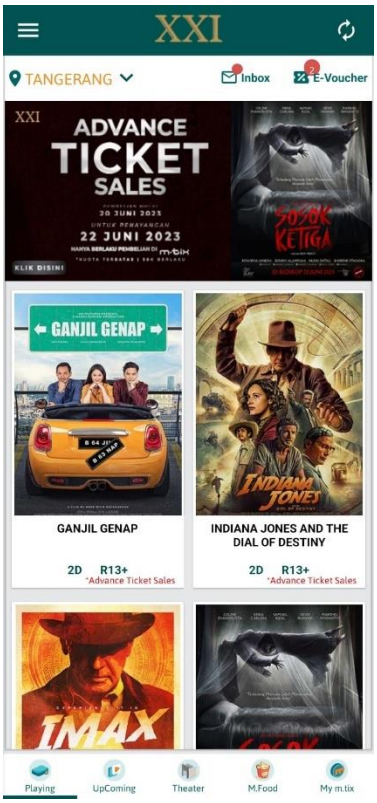

Figure 6 Initial View of the M.TIX Application Homepage

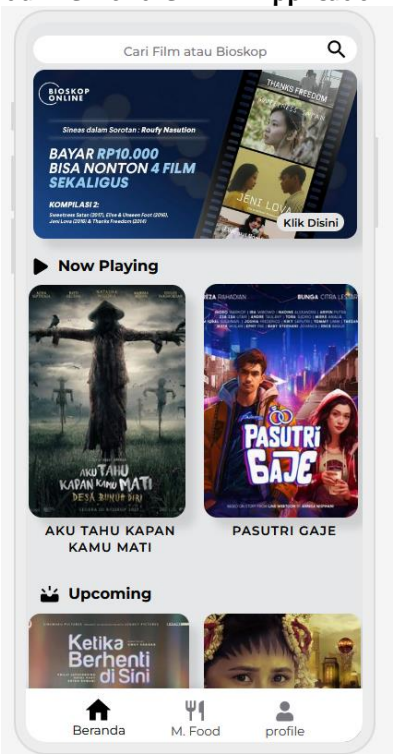

Figure 7 Suggestions for Improvements to the M.TIX Application

5 CONCLUSIONS

Based on the results of the analysis and discussion, the following conclusions can be drawn. First, The average score for the SUS ticket function in M.TIX is 68.5. Second, The SUS score for the M.TIX ticketing function is in the Very High, OK category and only at the D predicate. Third, Recommendations that can be given for M.TIX applications are prioritized in the "Acceptable", and "Good" categories, and are included in category A by increasing user satisfaction, such as improving the user interface/UX and improving the performance of M.TIX applications.

REFERENCES

[1]. Budiaji, W. (2013). Skala Pengukuran dan Jumlah Respon Skala Likert. *Jurnal Ilmu Pertanian dan Perikanan*, 128.

[2]. Dyah Nirmala Arum Janie, S. (2012). *Statistik Deskriptif dan Regresi Linier Berganda dengan SPSS.* Semarang: Semarang University Press.

[3]. Ika Aprilia H.N, P. S. (2015). Pengajuan Usability Website Menggunakan System Usability Scale Website Usability Testing using System Usability Scale. *IPTEK-KOM*, 33-37.

[4]. Iyus Jayusman, O. A. (2020). Studi Deskriptif Kuantitatif Tentang Aktivitas Belajar Mahasiswa dengan Menggunakan Media Pembelajaran Edmodo dalam Pembelajaran Sejarah. *Jurnal Artefak*, 15.

[5]. M. Agus Muhyidin, M. A. (2020). Perancangan UI/UX Aplikasi My Cic Layanan Informasi Akademik Mahasiswa Menggunakan Aplikasi Figma. *Jurnal Digit*, 210.

[6]. Nadiya Fadhilah, S. H. (2022). Efektivitas Penggunaan Aplikasi M-TIX dan TIX ID dalam Pembelian Tiket Bioskop di Kalangan Mahasiswa. *Transekonomika: Akuntansi, Bisnis dan Keuangan*, 154-155.

[7]. Moch. Dian Fahmi, H. M.-Z. (2018). Perbaikan Usability Aplikasi Pemesanan Tiket Bioskop Menggunakan Metode Usability Testing dan USE Questionnaire. *Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer*, 6657.

[8]. Setyadi, R., Subiyakto, A., & Rahman, A. b. A. (2018, 17-18 Oct. 2018). *Assessing the Information Technology Governance Trust Using Readiness And Usability Models: A Model Development Study.* Paper presented at the 2018 International Conference on ICT for Rural Development (IC-ICTRuDev).

[9]. Sidik, A. (2018). Penggunaan System Usability Scale (SUS) Sebagai Evaluasi Website Berita Mobile. *Technologia*, 84.

[10]. Subiyakto, A., Adhiazni, V., Nurmiati, E., Hasanati, N., Sumarsono, S., Irfan, M., (2020) *Redesigning user interface based on user experience using goal-oriented design method.* Paper presented on the 2020 8th International Conference on Cyber and IT Service Management (CITSM).

[11]. Subiyakto, A., Amimah, A., Nurmiati, E., Zulfiandri, Z., Rustamaji, E., Haryanto, T., & Abd Rahman, T. K. (2022). Investigating User Experience to Redesign User Interface Using User-Centered Design Approach. *ICIC Express Letters, Part B: Applications*, *13*(8), 861-868.

[12]. Subiyakto, A., & Wijaya, D. J. (2018). Evaluasi Website Badan Pusat Stastistik Menggunakan Metode Usability Testing. *Applied Information System and Management (AISM)*, *1*(2), 81-89.

[13]. Yugo Fairnando Augosto, A. R. (2019). Analisis Kesuksesan Aplkasi Mobile Pemesanan Tiket Bioskop M-TIX Cinema 21 Berdasarkan Perspektif Pengguna di Kota Malang Menggunakan Pendekatan Delone and McLean Success Model. *Jurnal Pengembangan Teknologi Informasi dan Ilmu Komputer*, 7-8.

[14]. Zulfiabdri, Z., Putri, S. N., & Subiyakto, A. (2021, September). Evaluating User Interface of A Transport Application Using Usability Evaluation Methods. In *2021 9th International Conference on Cyber and IT Service Management (CITSM)* (pp. 1-7). IEEE.