

ABSTRAK

Banyak lembaga pendidikan tinggi beralih ke teknologi digital, termasuk Universitas Sanata Dharma dengan implementasi Sistem Informasi Akademik (SIA) melalui website mereka. Namun, ada kendala seperti gangguan sistem dan server down yang menyebabkan ketidaknyamanan dan keluhan dari pengguna. Oleh karena itu, diperlukan perbaikan dalam berbagai aspek website SIA guna meningkatkan kualitas dan kinerja sistem tersebut.

Penelitian ini akan melakukan evaluasi terhadap SIA dengan menerapkan metode *User Experience Questionnaire* (UEQ). Tujuan evaluasi ini adalah untuk mengidentifikasi aspek-aspek yang perlu diperbaiki agar kualitas dan kinerja sistem dapat ditingkatkan.

Hasil penelitian menunjukkan bahwa aspek *perspicuity* mendapatkan penilaian positif dengan nilai rata-rata 1,089. Sementara itu, aspek *attractiveness* (rata-rata 0,788), *efficiency* (rata-rata 0,628), *dependability* (rata-rata 0,748), *stimulation* (rata-rata 0,196), dan *novelty* (rata-rata -0,236) mendapatkan penilaian netral. Penelitian ini juga membandingkan hasilnya dengan data dari 21175 orang dalam 468 studi. Berdasarkan perbandingan tersebut, kesimpulannya adalah aspek *attractiveness*, *perspicuity*, dan *efficiency* mendapatkan penilaian "below average" (di bawah rata-rata), sedangkan aspek *dependability*, *stimulation*, dan *novelty* mendapatkan penilaian "bad" (buruk).

Kata kunci: Evaluasi, Sistem Informasi Akademik, *User Experience*, *User Experience Questionnaire*

ABSTRACT

Many higher education institutions are transitioning to digital technology, including Sanata Dharma University, which has implemented the Academic Information System (AIS) through their website. However, there are challenges such as system disruptions and server downtime, leading to user discomfort and complaints. Therefore, improvements are needed in various aspects of the AIS website to enhance its quality and performance.

This research will evaluate the AIS by applying the User Experience Questionnaire (UEQ) method. The objective of this evaluation is to identify aspects that need improvement to enhance the quality and performance of the system.

The research findings show that the perspicuity aspect received a positive rating with an average score of 1.089. Meanwhile, attractiveness (average score of 0.788), efficiency (average score of 0.628), dependability (average score of 0.748), stimulation (average score of 0.196), and novelty (average score of -0.236) received neutral ratings. The study also compared its results with data from 21,175 individuals in 468 studies. Based on this comparison, the conclusions are that attractiveness, perspicuity, and efficiency were rated "below average," while dependability, stimulation, and novelty were rated "bad."

Keywords: Evaluation, Academic Information System, User Experience, User Experience Questionnaire