

ABSTRAK

Perkembangan teknologi informasi menjadi sebuah kemajuan dalam berbagai macam sektor industri untuk menyebarkan informasi secara cepat, salah satunya industri pendidikan. Dengan menerapkan teknologi, industri pendidikan seperti sekolah dapat memberikan akses informasi sekolah kepada pengguna luas secara singkat di dalam *website* sekolah. Ibnu Hajar Boarding School (IHBS) merupakan sekolah umum berbasis agama yang menerapkan teknologi sebagai media informasi dalam bentuk *website*. *Website* ini bertujuan untuk memberikan informasi pengenalan, pendaftaran, pengumuman, dan pembelajaran sekolah kepada pengguna. Berdasarkan kuesioner dengan skala likert kepada 10 responden dari siswa, alumni, guru, dan wali murid IHBS yang menggunakan *website* didapatkan angka 73,2 dari hasil *experience* pengguna dalam *website* tersebut, maka perlu adanya pengujian dan evaluasi terhadap *usability website* Ibnu Hajar Boarding School. Penelitian ini menggunakan metode *Heuristic Evaluation* berdasarkan *Usability Guidelines Jakob Nielsen* untuk mengukur tingkat *usability website* Ibnu Hajar Boarding School. Hasil yang diharapkan dapat memberikan evaluasi *user interface* dan *user experience website* Ibnu Hajar Boarding School dan rekomendasi solusi dari permasalahan tersebut, yang dapat dijadikan bahan pedoman untuk pengembangan *website* kedepannya. Terdapat 3 proses tahapan pada metode *Heuristic Evaluation* yaitu penilaian evaluator tahap awal, perancangan desain ulang, dan penilaian evaluator tahap akhir. Pada penilaian tahapan awal, evaluator mempelajari tampilan *website* dan memberikan analisisnya berdasarkan *Usability Guidelines Jakob Nielsen* dalam format laporan *Heuristic Evaluation*. Pada perancangan desain ulang, peneliti merombak dan mendesain tampilan *website* berdasarkan temuan masalah dan rekomendasi evaluator. Pada penilaian tahap akhir, evaluator mencari temuan masalah dari tampilan yang telah didesain ulang. Hasil penilaian evaluator tahap awal ditemukan 59 masalah yaitu 22 masalah H1-*Visibility of System Status*, 7 masalah H2-*Match between System and the Real World*, 2 masalah H3-*User control and freedom*, 8 masalah H4-*Consistency and Standards*, 3 masalah H5-*Error Prevention*, 2 masalah H6-*Recognition Rather Than Recall*, 5 masalah H7-*Flexibility and efficiency of use*, 5 masalah H8-*Aesthetic and Minimalist Design*, 2 masalah H9-*Helps User Recognize, Diagnose and Recovers User*, dan 3 masalah H10-*Help and documentation*. Sedangkan hasil penilaian evaluator tahap akhir turun menjadi 16 masalah yaitu 9 masalah H1-*Visibility of System Status*, 1 masalah H5-*Error Prevention*, 1 masalah H6-*Recognition Rather Than Recall*, 3 masalah H7-*Flexibility and efficiency of use*, dan 2 masalah H10-*Help and documentation*.

Kata Kunci: IHBS Web, *Usability*, *Heuristic Evaluation*, *User Interface (UI)*, *User Experience (UX)*, *Website*.

ABSTRACT

The development of information technology has become an advancement in various industrial sectors to disseminate information quickly, one of which is the education industry. By applying technology, the education industry such as schools can provide access to school information to broad users briefly on the school's website. Ibnu Hajar Boarding School (IHBS) is a religion-based public school that applies technology as an information medium in the form of a website. This website aims to provide users with introductory, registration, announcements, and school learning information. Based on a questionnaire with a Likert scale to 10 respondents from students, alumni, teachers, and guardians of IHBS students who use the website, the number 73.2 is obtained from the results of user experience on the website, it is necessary to test and evaluate the usability of the Ibnu Hajar Boarding School website. This study used the Heuristic Evaluation method based on Jakob Nielsen's Usability Guidelines to measure the usability level of the Ibnu Hajar Boarding School website. The expected results can provide an evaluation of the user interface and user experience of the Ibnu Hajar Boarding School website and recommendations for solutions to these problems, which can be used as guiding material for future website development. There are 3 process stages in the Heuristic Evaluation method, namely the initial stage of evaluator assessment, redesign, and final stage of evaluator assessment. In the early stages of the assessment, the evaluator studied the appearance of the website and provided an analysis based on Jakob Nielsen's Usability Guidelines in the Heuristic Evaluation report format. In the redesign, the researchers remodeled and designed the appearance of the website based on problem findings and evaluator recommendations. In the final stage of the assessment, the evaluator looks for problem findings from the redesigned view. The results of the early stage evaluator assessment found 59 problems, namely 22 problems H1-Visibility of System Status, 7 problems H2-Match between System and the Real World, 2 problems H3-User control and freedom, 8 problems H4-Consistency and Standards, 3 problems H5 -Error Prevention, 2 problems H6-Recognition Rather Than Recall, 5 problems H7-Flexibility and efficiency of use, 5 problems H8-Aesthetic and Minimalist Design, 2 problems H9-Helps User Recognize, Diagnose and Recovers User, and 3 problems H10- Help and documentation. While the results of the final stage evaluator's assessment fell to 16 problems, namely 9 problems H1-Visibility of System Status, 1 problem H5-Error Prevention, 1 problem H6-Recognition Rather Than Recall, 3 problems H7-Flexibility and efficiency of use, and 2 problems H10 -Help and documentation.

Keywords: *IHBS Web, Usability, Heuristic Evaluation, User Interface (UI), User Experience (UX), Website.*