



**EVALUASI *USABILITY* DAN *USER EXPERIENCE* APLIKASI
BSTATION MOBILE MENGGUNAKAN *SYSTEM USABILITY
SCALE* DAN *USER EXPERIENCE QUESTIONNAIRE***

TUGAS AKHIR

Diajukan Sebagai Salah Satu Syarat
untuk Memperoleh Gelar Sarjana Komputer pada
Program Studi Sistem Informasi



Oleh:

SEKAR ARUM WULANDARI

12050322463



UIN SUSKA RIAU

UIN SUSKA RIAU

FAKULTAS SAINS DAN TEKNOLOGI

UNIVERSITAS ISLAM NEGERI SULTAN SYARIF KASIM RIAU

PEKANBARU

2024

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

LEMBAR PERSETUJUAN

**EVALUASI *USABILITY* DAN *USER EXPERIENCE* APLIKASI
BSTATION *MOBILE* MENGGUNAKAN *SYSTEM USABILITY*
SCALE DAN *USER EXPERIENCE QUESTIONNAIRE***

TUGAS AKHIR

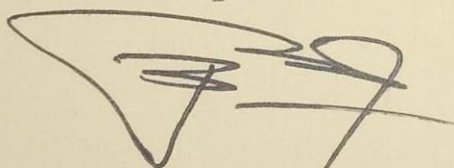
Oleh:

SEKAR ARUM WULANDARI

12050322463

Telah diperiksa dan disetujui sebagai Laporan Tugas Akhir
di Pekanbaru, pada tanggal 11 Januari 2024

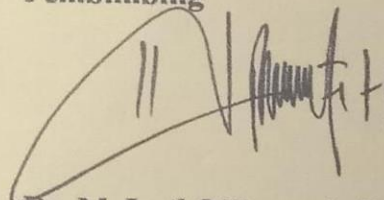
Ketua Program Studi



Eki Saputra, S.Kom., M.Kom.

NIP. 198307162011011008

Pembimbing



Dr. M. Luthfi Hamzah, B.IT., M.Kom.

NIP. 19900124201931017

LEMBAR PENGESAHAN

EVALUASI *USABILITY* DAN *USER EXPERIENCE* APLIKASI BSTATION *MOBILE* MENGGUNAKAN *SYSTEM USABILITY* *SCALE* DAN *USER EXPERIENCE QUESTIONNAIRE*

TUGAS AKHIR

Oleh:

SEKAR ARUM WULANDARI

12050322463

Telah dipertahankan di depan sidang dewan penguji
sebagai salah satu syarat untuk memperoleh gelar Sarjana Komputer
Fakultas Sains dan Teknologi Universitas Islam Negeri Sultan Syarif Kasim Riau
di Pekanbaru, pada tanggal 27 Desember 2023

Pekanbaru, 27 Desember 2023

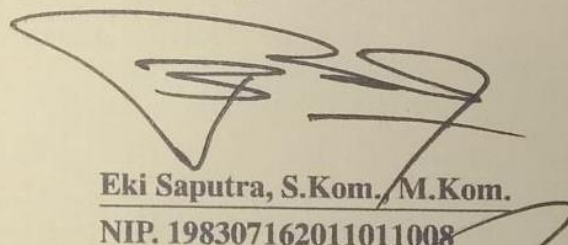
Mengesahkan,



Dr. Hartono, M.Pd.

NIP. 196403011992031003

Ketua Program Studi



Eki Saputra, S.Kom., M.Kom.

NIP. 198307162011011008

DEWAN PENGUJI:

Ketua : Syaifullah, SE., M.Sc.

Sekretaris : Dr. M. Luthfi Hamzah, B.IT., M.Kom.

Anggota 1 : Eki Saputra, S.Kom., M.Kom.

Anggota 2 : Tengku Khairil Ahsyar, S.Kom., M.Kom.

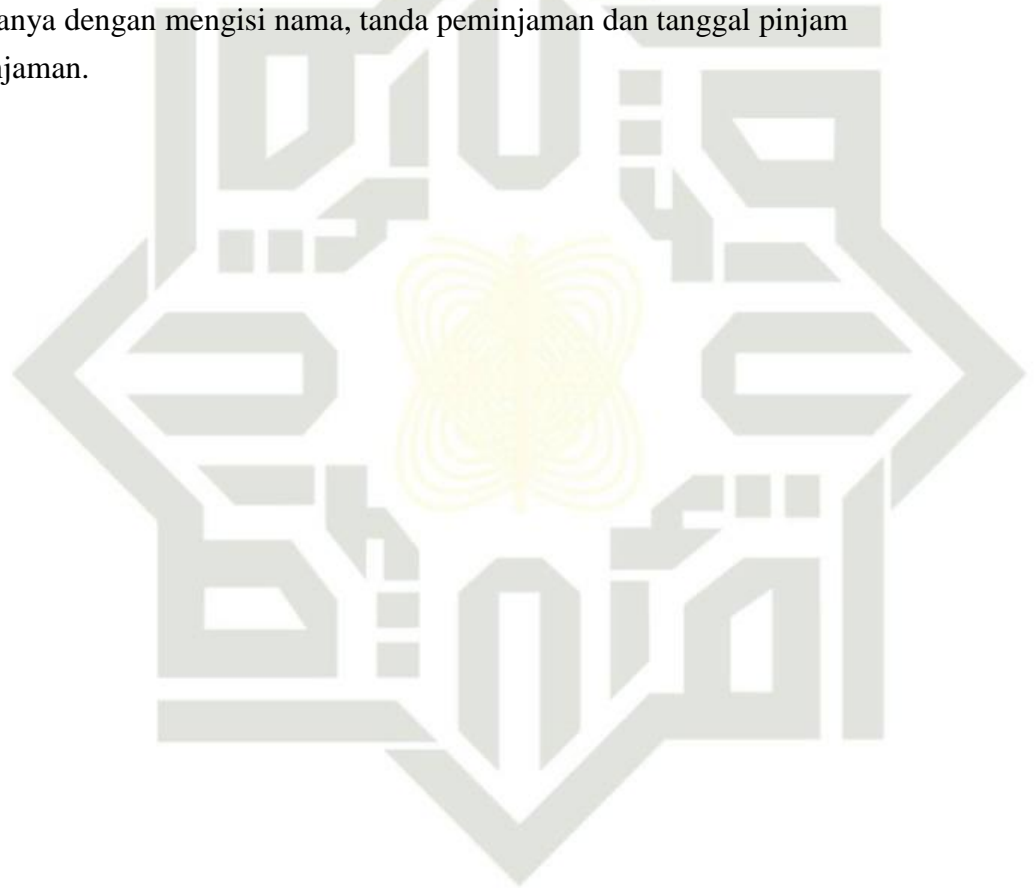
LEMBAR HAK ATAS KEKAYAAN INTELEKTUAL

Tugas Akhir yang tidak diterbitkan ini terdaftar dan tersedia di Perpustakaan Universitas Islam Negeri Sultan Syarif Kasim Riau adalah terbuka untuk umum, dengan ketentuan bahwa hak cipta ada pada penulis. Referensi kepustakaan diperkenankan dicatat, tetapi pengutipan atau ringkasan hanya dapat dilakukan atas izin penulis dan harus dilakukan mengikuti kaedah dan kebiasaan ilmiah serta menyebutkan sumbernya.

Penggandaan atau penerbitan sebagian atau seluruh Tugas Akhir ini harus memperoleh izin tertulis dari Dekan Fakultas Sains dan Teknologi Universitas Islam Negeri Sultan Syarif Kasim Riau. Perpustakaan dapat meminjamkan Tugas Akhir ini untuk anggotanya dengan mengisi nama, tanda peminjaman dan tanggal pinjam pada *form* peminjaman.

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.



UIN SUSKA RIAU

LEMBAR PERNYATAAN

Dengan ini saya menyatakan bahwa dalam Tugas Akhir ini tidak terdapat karya yang pernah diajukan untuk memperoleh gelar kesarjanaan di suatu Perguruan Tinggi, dan sepanjang pengetahuan saya juga tidak terdapat karya atau pendapat yang pernah ditulis atau diterbitkan oleh orang lain kecuali yang secara tertulis diacu dalam naskah ini dan disebutkan di dalam daftar pustaka.

Pekanbaru, 27 Desember 2023

Yang membuat pernyataan,



SEKAR ARUM WULANDARI

NIM. 12050322463

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.



LEMBAR PERSEMBAHAN

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Assalamual'aikum Warahmatullahi Wabarakatuh

Alhamdulillah Wa Syukurillah, sebagai bentuk rasa syukur atas segala nikmat yang telah diberikan tanpa ada kekurangan sekalipun. Shalawat beserta salam tak lupa kita ucapkan kepada Nabi Muhammad *Shalallahu'Alaihi Wa Sallam* dengan mengucapkan "*Allahumma Sholli'ala Sayyidina Muhammad Wa'ala Ali Sayyidina Muhammad*". Semoga kita semua selalu senantiasa mendapat syafa'at-Nya di dunia maupun di akhirat. *Amiin Ya Rabbal 'Alamiin*.

Tugas Akhir yang telah diselesaikan ini peneliti persembahkan kepada Ayahanda Sulaini dan Ibunda Sandra Wulandari yang selalu tanpa henti memberikan dukungan, semangat, serta doa kepada peneliti untuk bisa menyelesaikan S1 dengan baik sampai akhirnya bisa menyelesaikan Tugas Akhir ini tanpa halangan apapun. Terimakasih untuk segala cinta, kasih peneliti dan semangat yang telah diberikan. Tugas Akhir ini adalah bentuk pencapaian yang peneliti persembahkan untuk Ibu dan Ayah. Untuk adik yang paling peneliti banggakan, peneliti ucapkan terimakasih telah memberikan energi positif kepada peneliti. Terima kasih kepada teman-teman peneliti yang selalu memberikan dukungan selama pengerjakan Tugas Akhir ini. Terima kasih kepada bapak Dr. Muhammad Luthfi Hamzah, B.IT., M.Kom., yang telah sabar membimbing peneliti untuk menyelesaikan Tugas Akhir ini dan selalu menyempatkan banyak waktu hanya untuk mengajari dan membimbing peneliti dalam semua hal yang berkaitan dengan Tugas Akhir ini. Semoga Allah *Subhanahu Wa Ta'ala* memberikan keberkahan serta Rahmat-Nya dan selalu membuat kita hamba yang terus berdo'a Kepada-Nya. *Amiin Ya Rabbal 'Alamiin*.

Wassalamual'aikum Warahmatullahi Wabarakatuh

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.



Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

KATA PENGANTAR

Bismilahirrahmanirahim

Puji dan syukur peneliti ucapkan kehadirat Allah *Subhanahu Wa Ta'ala*, karena atas rahmat dan karunia nikmat-Nya peneliti dapat menyelesaikan penelitian Tugas Akhir sebagai salah satu persyaratan untuk mendapatkan gelar S1 (Strata-1) pada Program Studi Sistem Informasi Fakultas Sains dan Teknologi, Universitas Islam Negeri Sultan Syarif Kasim Riau. Laporan Tugas Akhir ini berjudul “Evaluasi *Usability* dan *User Experience* Menggunakan *System Usability Scale* dan *User Experience Questionnaire*”. Selama proses penelitian ini, peneliti banyak mendapat ilmu pengetahuan, bimbingan, dukungan, dan arahan dari semua pihak. Untuk itu pada kesempatan ini peneliti ingin menyampaikan ucapan terima kasih kepada:

1. Bapak Prof. Dr. Hairunas, M.Ag, Rektor Universitas Islam Negeri Sultan Syarif Kasim Riau.
2. Bapak Dr. Hartono, M.Pd, Dekan Fakultas Sains dan Teknologi.
3. Bapak Eki Saputra, S.Kom., M.Kom, Ketua Program Studi Sistem Informasi. Serta sebagai dosen penguji yang telah meluangkan waktu untuk memenuhi semua persyaratan administrasi dari awal perkuliahan hingga tahap akhir.
4. Bapak Dr. M. Luthfi Hamzah, B.IT., M.Kom, Dosen pembimbing Tugas Akhir ini yang telah banyak memberikan masukan agar peneliti dapat menyelesaikan Laporan Tugas Akhir.
5. Bapak Tengku Khairil Ahsyar, S.Kom., M.Kom, selaku dosen penguji yang memberikan masukan kepada peneliti dalam penyempurnaan laporan Tugas Akhir ini.
- Bapak Syaifullah, SE., M.Sc, selaku ketua sidang Tugas Akhir, untuk ilmu, masukan serta motivasi yang diberikan terkait Tugas Akhir peneliti.
- Ayahanda dan Ibunda peneliti Sulaini dan Sandra, yang senantiasa memberi do'a, dukungan materi serta memberikan kata-kata positif yang agar peneliti tidak lalai dalam menyelesaikan laporan Tugas Akhir.
- Kepada Teman-teman seperjuangan, Afifah Meshia Putri dan Akmal Andri Yantama yang telah memberikan dukungan serta selalu ada disaat suka dan duka yang tidak bisa peneliti sebutkan satu-persatu.
- Untuk peneliti sendiri karena sudah berhasil keluar dari zona nyaman serta tidak terlalu tenggelam dalam mode malas dan telah terus berjuang demi menyelesaikan laporan Tugas Akhir ini.
- Semoga segala do'a dan dorongan yang telah diberikan selama ini menja-



di amal kebaikan dan endapat balasan setimpal dari Allah *Subhanahu Wa Ta'ala*. Peneliti menyadari bahwa penulisan laporan Tugas Akhir ini masih banyak terdapat kekurangan dan jauh dari kata sempurna. Untuk itu kritik dan saran tersebut sangat diharapkan untuk kesempurnaan Laporan Tugas Akhir ini dan semoga laporan Tugas Akhir ini bermanfaat bagi kita semua. *Amiin Ya Rabbal 'Alamiin*.

Pekanbaru, 11 Januari 2024

Peneliti,

SEKAR ARUM WULANDARI

NIM. 12050322463



UIN SUSKA RIAU

- Hak Cipta Dilindungi Undang-Undang**
1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
 2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

Evaluation Usability and User Experience (UX) of Bstation Mobile Applications

Skar Arum Wulandari
 Department of Information System
 Faculty of Sainss and Technology
 Universitas Islam Negeri Sultan Syarif
 Kasim
 Pekanbaru, Indonesia
 2050320463@students.uin-suska.ac.id

Muhammad Luthfi Hamzah
 Department of Information System
 Faculty of Sainss and Technology
 Universitas Islam Negeri Sultan Syarif
 Kasim
 Pekanbaru, Indonesia
 muhammad.luthfi@uin-suska.ac.id

Eki Saputra
 Department of Information System
 Faculty of Sainss and Technology
 Universitas Islam Negeri Sultan Syarif
 Kasim
 Pekanbaru, Indonesia
 eki.saputra@uin-suska.ac.id

Tengku Khairil Ahsyar
 Department of Information System
 Faculty of Sainss and Technology
 Universitas Islam Negeri Sultan Syarif
 Kasim
 Pekanbaru, Indonesia
 tengkukhairil@uin-suska.ac.id

Syaifullah
 Department of Information System
 Faculty of Sainss and Technology
 Universitas Islam Negeri Sultan Syarif
 Kasim
 Pekanbaru, Indonesia
 syaifullah@uin-suska.ac.id

Abstract— Streaming anime has become a popular pastime for Japanese animation lovers around the world. One anime streaming platform that can be used is the Bstation Mobile Application. The Bstation Mobile application is a streaming service that provides various kinds of anime series. To create a good user experience, it is necessary to evaluate the usability of the Bstation Mobile application to determine user satisfaction and identify problems experienced by users such as the translation often goes missing in the middle of videos, the translation that appears delayed, and other bugs found by users. Therefore, a usability evaluation and user experience evaluation was carried out to find out feedback from users using the System Usability Scale (SUS) and User Experience Questionnaire (UEQ) methods. Testing was carried out with 100 responses from Bstation Mobile users. Based on the test results, the average SUS score is 75.1%. Testing on UEQ shows positive assessment results for aspects of Attractiveness, Perspicuity, Efficiency, Dependability, Stimulation, and neutral ratings for aspects of Novelty. This indicates that the Bstation Mobile application is quite good, but still need an improvements to made the application is more optimal for use. The recommendations are given as guidance for the app's development and improvement based on the testing results to address any identified issues.

Keywords— *bstation mobile, evaluation, usability, system usability scale, user experience questionnaire*

I. INTRODUCTION

Streaming anime is a popular activity that involves watching anime video content on the internet. It requires a high-speed internet connection and allows users to watch their favorite anime series multiple times without taking up storage space on their devices [1]. Bstation Mobile is a legal streaming platform that provides a vast collection of anime series with various genres and years. Bstation Mobile is not just a platform, however, it is a place where users feel accepted and can connect with like-minded individuals who share similar interests and want to express their creativity. Bstation Mobile aims to become the most comprehensive video platform and prioritizes enhancing the content ecosystem, supporting creators, and improving the product quality based on user feedback. In Play Store, Bstation Mobile application has been downloaded over 50 million times and has a 3.6 rating with 442 thousand reviews given by users.

Based on the 442 thousand reviews provided by users, there were a number of negative reviews after the app was updated or repaired. As a result, it is important to perform repairs on the Bstation Mobile app. According to data obtained from user comments on the Play Store and App Store, negative reviews related to Bstation Mobile include the following: A review by Iyo KZ, uploaded on February 19, 2023, said that there were bugs like missing images during the movie that resulted in just a black screen. Things like this are certainly annoying for users who are watching.

Another negative review by Angga Syahputra, uploaded on March 22, 2023, stated that the translation often goes missing in the middle of videos. There were several negative reviews that the translation disappeared in the middle of videos, and the translation that appears delayed. There was also a negative review by Donut Pillow, uploaded on April 1, 2023, which said that the download function does not work in the background, making the video automatically pause when it is downloaded.

Based on data from user comments, improvements need to be made to the Bstation Mobile app in order to provide a better user experience. Some of the areas that need to be addressed are fixing the bugs that cause missing images during playback and improving the accuracy and timing of the translations. The background download feature should also be fixed to allow users to continue downloading videos even when not using the app. Overall, these improvements are necessary to enhance the user experience and prevent negative reviews from affecting the popularity of the app.

A pre-survey was conducted on 36 respondents using the Bstation Mobile application in the reviews on Google Play Store based on the order of the most relevant reviews, in the context to assess what users feel and find out if there are problems with the Bstation Mobile application. There are several problems described by respondents, including:

1. 75% of responders stated that they experienced translation-related issues while watching content, either related to missing translations or delays in the appearance of translations.
2. 66.7% of responders indicated experiencing issues with downloads where the download would interrupt or pause itself. This could of course be detrimental to the user



UIN SUSKA RIAU

© Hak cipta milik UIN Suska Riau

State Islamic University of Sultan Syarif Kasim Riau

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

979-835090533-3/23/\$31.00 ©2023 IEEE



UIN SUSKA RIAU



from a time management perspective, as they would need to constantly check to ensure that the downloaded content continued to play.

88.5% of responders stated that they had experienced video bugs, specifically the appearance of a black screen while watching content.

Based on product reviews and a pre-survey, it is evident that there is still a need for an evaluation of the Bstation Mobile app that involves users to learn about and address the issues they have experienced. In order to ascertain the success of an application [2][3], it is essential to conduct a measurement to evaluate usability aspects [4]. Usability possesses five key components, namely efficiency, learnability, errors, memorability, and satisfaction [5]. Designers must consider each of these components when designing a user interface (UI) [6]. The UI inevitably affects user experience (UX). User experience refers to the experience a user has when interacting with a system, based on the perception of their actions, thoughts, and emotions. User experience testing is therefore included to assess the user experience while using the application [7]. Two approaches were utilized for testing the Bstation Mobile app's usability and user experience (UX): the User Experience Questionnaire (UEQ) and the System Usability Scale (SUS). According to Bauer (2010) [8], usability testing involves measuring efficiency, learnability, and ability to remember how to interact without facing difficulties [9].

The System Usability Scale (SUS) is one of the most widely utilized usability tools. John Brooke created the System Usability Scale (SUS) in 1986. A "quick and dirty" usability test was created with the System Usability Scale (SUS) [10]. System Usability Scale (SUS) is a method for conducting usability testing on applications. The System Usability Scale (SUS) is a reliable usability measurement tool that is popular, effective, and easy to use. The SUS assessment uses a Likert scale of 1 to 5. The System Usability Scale (SUS) contains 10 questions, odd-numbered questions get a negative score and even-numbered questions get a positive score [11].

Meanwhile, the User Experience Questionnaire (UEQ) serves as a subjective measure of the user's experience of a product. This method is widely used because it can quickly measure user experience on a product. The UEQ consists of 26 items grouped into six scales: (1) Attractiveness: The user's impression of the entire product. (2) Perspicuity: How easy it is for users to understand and navigate the product. (3) Efficiency: The speed and responsiveness of the product to user input. (4) Dependence: The user's sense of control over interacting with the product. (5) Stimulation: Pleasure when using the product. (6) Novelty: How innovative and creative the product is and whether the product attracts the interest of users [10].

II. LITERATURE REVIEW

A. Bstation Mobile

The Bstation Mobile application is a subsidiary of BiliBili, where this application is an anime streaming platform. The Bstation application offers various kinds of anime series with various genres. Users can enjoy anime provided by Bstation Mobile for free or subscribe. This

Bstation Mobile application is available for Android and iOS.

B. Streaming

Streaming is an activity that allows its users to watch certain content in real-time, without having to download the content file first. Streaming activities like this are more flexible than downloading activities because streaming can help users save device storage. Streaming has changed the way we consume content by enabling access to multimedia files from any device with an internet connection, allowing users to watch, play or listen to content according to the user's wishes, anytime and anywhere [12].

C. Evaluation

A systematic process that processes, obtains information, and makes judgments about an object, program, activity, or system is the definition of evaluation [13]. evaluation has a purpose, namely to test efficiency, and influence on certain objects or activities, as well as provide useful feedback for improvement and decision making [14][15]. Examples of evaluation include: website evaluation, policy evaluation, product evaluation, application evaluation and so on [16]. The methods used to evaluate vary widely based on their purpose [17]. Evaluation is usually used to assess performance, measure results, and assist in decision making. This really helps organizations to improve processes, and achieve the desired results [18][19].

Contingent upon the reason for the evaluation, evaluation can be carried out in different ways and at different levels [20]. The evaluation carried out in this study was the evaluation of the Bstation Mobile Application which was carried out using the System Usability Scale (SUS) and User Experience Questionnaire (UEQ) methods [21].

D. Usability

According to ISO 9241-11 (1998), usability is a measure of the interface quality of a system or website in terms of knowing the user experience and taking into account certain criteria [22], "The extent to which a product can be used by users to achieve certain goals with effectiveness, efficiency, and satisfaction of use" is what the term "usability" means [23]. Usability is an important component in creating a user-friendly interface that allows users to easily understand a product. Improving the user experience of a particular product or service is also important because it leads to increased customer loyalty [24].

E. System Usability Scale (SUS)

A questionnaire called the System Usability Scale (SUS) is used to assess a computer system's usability from a user's perspective [11]. In 1996, John Brooke was developed System Usability Scale (SUS). SUS is a simple questionnaire with 10 statements [25], consisting of odd-numbered statements expressing positive statements and even-numbered statements expressing negative statements. SUS remains popular and most widely used for purposes of measuring usability today, as well as a few advantages that make System Usability Scale popular including: (1) Because the results are presented as a score from 0 to 100, SUS is simple to use; (2) SUS is not difficult to utilize, requiring insignificant computations; (3) SUS is free and does not cost anything extra; and calculations (4) A small sample size has demonstrated that SUS is valid and reliable size [26][27]. SUS questionnaire is interpreted through a Likert scale of 1

to 5 for each question posed, with options ranging from (1) strongly disagree, (2) disagree, (3) neutral, (4) agree, and (5) strongly agree [28].

F. User Experience (UX)

User Experience (UX) according to [29] is a perception of someone who uses a product before, is currently using, or has used a product, system or service. UX affects how someone still uses the product or not because good results from the user experience can increase user loyalty to the product or service [30]. User experience is also associated with user perceptions and responses to the results of their interactions with the system [31]. It is the dynamic feeling of the user experience during and after interacting with a system. Because it is perceived, UX looks at all of an individual's interactions with things, as well as the thoughts, feelings that result from that interaction [32]. A person's perception and response after using a product, system, or service is known as the user experience (UX) [33]. Simply put, UX is how a person experiences every interaction made with a product or service someone use [34]. A product's features and user requirements must be compatible in order to achieve good UX results. This determines whether or not a product is valuable. [35]. In the event that an item is not difficult to track down and simple to utilize the initial time, then the item can encourage clients while utilizing it. Lastly, the item should be not difficult to use to do what the client needs. To ensure a positive user experience, these four elements must be present [36][37].

G. User Experience Questionnaire (UEQ)

User Experience Questionnaire (UEQ) is a part of a usability test that aims to get a good impression of the user experience from a usability and experience perspective [38]. UEQ aims to provide a quick assessment by the user so that it can be properly and completely accepted by the user's perception where the perception in question is the impression of the product, the feelings that the user feels while using the product, and the behavior that arises when using a product [39][40]. UEQ contains a questionnaire whose form supports user responses to display user feelings, impressions, and behavior directly when the product is used). Attractiveness, Perseucuity, Efficiency, Dependability, Stimulation and Novelty are the 6 scales contained in the UEQ measurement.

III. METHODOLOGY

The research methodology is the stages that will be carried out during the research process, in this chapter an explanation of each stage of the research will be discussed. The flow of the research stages can be seen in the flowchart of Figure 1.

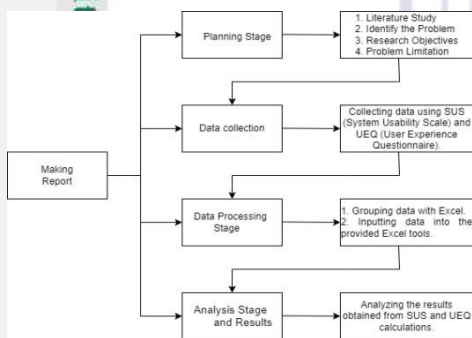


Figure 1. Methodology Study

A. Planning Stage

Information or data obtained directly from the object of research, namely observation and distribution of questionnaires.

B. Data Collection

Observations were made by observing and directly accessing the Bstation Mobile application. Then a pre-survey was conducted with 36 respondents. Next, a questionnaire was distributed to 100 respondents to find out the problems that occurred.

C. Data Processing Stage

Recapitulation of descriptive data using Microsoft Excel software. Using SUS and UEQ tools to determine usability and user experience of the Bstation Mobile application for data processing.

D. Analysis Stage and Results

The usability and user experience a was conducted to measure and determine the efficiency, learnability, and memorability of interacting with the Bstation Mobile app without difficulties or errors. This is to make it easier to identify and classify the aspects that need to be improved or further enhanced.

E. Recommendation

This step is to discuss the conclusions drawn from the analysis, along with the recommendations. Recommendations are made based on a list of problems identified through the evaluation of the Bstation Mobile application. Recommendations can be used to improve and enhance the appearance and usability of the Bstation Mobile application.

IV. RESULT AND DISCUSSION

A. Bstation Mobile Application Analysis

Bstation Mobile offers a wide range of features that benefit users. Starting from high quality video streaming up to 4K quality, providing subtitles in various languages, a feature to save your favorite anime, and a download feature that allows users to watch offline. Bstation Mobile officially began operations on November 16, 2020. There are several features available on the Bstation Mobile app, including:

1. Index: The index feature has several submenus such as genre, country, hot, or latest. This feature enables users to sort anime based on country, genre, year of release, and in-demand and new anime.
2. Schedule: The schedule feature allows users to see broadcast schedules for anime from Monday to Sunday.
3. Top: This feature displays the top-rated anime by popularity among users.
4. Download: The download feature enables users to download anime for offline viewing and storage within the app.
5. Favorites: The app features a favorite function that allows users to save their preferred anime titles in one menu and get updates on the anime whenever a new episode is released.

B. Problem Identification

The problems identified in the Bstation Mobile application that were previously described in the introduction. These problems are related to usability. The

following is the identification of problems based on descriptive analysis:

1. Dampak dari masalah ini adalah sebagai berikut:
 - a. Penguiphan hanya untuk kepentingan pengguna video bug.
 - b. Diarangi mengemukakan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

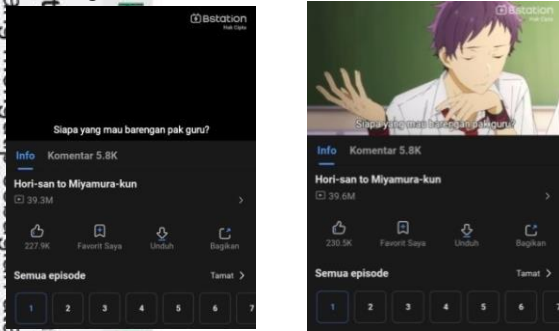


Figure 2. Black Screen Video Bug

Figure 2 is a comparison of how Bstation behaves when it experiences a bug during video playback vs. when it operates properly. In the left image of Figure 2, the video only displays a black screen, with the duration remaining in the background and displaying subtitles and audio. The right image in Figure 2 is when the Bstation app is functioning as expected, with the video reappearing on the screen when the app is opened again and the previously watched video is resumed. However, this bug does not occur consistently, and the videos that experience this bug vary.

The next problem is the loss of subtitles in the middle of the video.

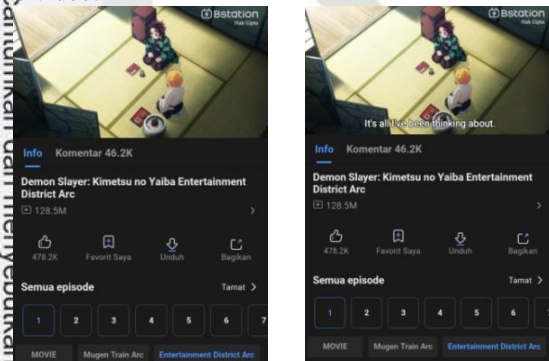


Figure 3. Missing Subtitle

This is similar to the previous issue, Figure 3 is a comparison of how Bstation behaves when it experiences missing translation bugs during video playback vs. when it does not have any issues. In the left image of Figure 3, the video only displays the video with the duration being active and producing sound, but no translation appears. The right image in Figure 3 is when the Bstation app is operating correctly, with the translation reappearing in the video when the app is opened again and the previously watched video is resumed.

Download problem that pauses on its own while downloading.

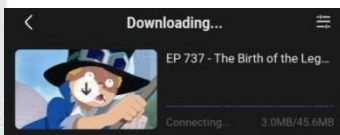


Figure 4. Download Paused

When a download is interrupted and the user tries to resume it, a message similar to the image above appears, but the download is not progressing, so the download history has to be cleared, and the download has to be restarted from the beginning. This is a frustrating experience for the user and could lead to a loss of trust in the app. It's essential to minimize the occurrence of such issues and provide clear and concise error messages. Additionally, the app should have a robust caching and queuing system to handle interruptions in the download process and resume the download without having to clear the history and re-start from the beginning.

C. Respondent Descriptive Analysis

From the total sample of respondents who were evaluated in this study, there were 100 people. In the gender category there were 42 men and 58 women, with an age range of 13-20 years totaling 74 people and with an age range of 21-27 years totaling 26 people, which were old user categories (1-4 year) namely 40 people and new user categories (<1 year) namely as many as 60 people. Figure 5 shows a data percentage graph.

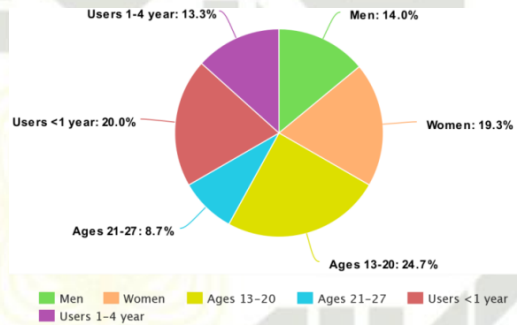


Figure 5. Percentage of Respondent Data

D. Measurement Result Using the System Usability Scale (SUS)

The problems identified in the Bstation Mobile application that were previously described in the introduction. These problems are related to usability. The following is the identification of problems based on descriptive analysis:

TABLE I. RESULTS SCORE SUS

Resp	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Jmlh	Skor SUS
1	5	2	5	1	4	3	5	1	5	1	36	90
2	5	1	5	1	5	1	5	1	5	1	40	100
3	5	3	3	2	4	3	3	3	4	3	25	63
4	4	2	4	1	4	3	4	2	5	1	32	80
5	4	2	4	2	4	2	4	2	4	2	30	75
6	4	1	5	1	3	3	4	1	5	1	34	85
7	4	2	5	1	4	3	4	2	4	2	31	78
8	3	4	3	2	3	3	5	3	3	3	22	55
9	4	1	5	1	4	4	4	1	3	2	31	78
10	4	2	4	1	4	4	5	1	5	3	31	78
11	5	1	5	1	5	3	3	1	5	5	32	80
12	5	2	5	1	5	2	5	1	3	3	34	85
13	5	2	4	1	4	1	4	2	4	2	33	83
14	4	1	5	1	4	2	5	1	3	3	33	83
15	3	2	4	1	4	3	3	2	3	3	26	65
16	4	2	4	1	2	3	3	3	4	3	25	63
17	4	1	5	2	4	3	3	2	4	2	30	75
18	5	3	5	2	4	3	5	2	4	2	31	78
19	5	1	5	1	5	1	5	1	4	3	37	93
20	3	2	4	2	3	3	4	2	3	4	24	60
....
100	4	2	4	1	5	2	4	1	5	3	33	56

SUS average score $\frac{\sum X}{n} = 75,1$

Based on the results, the data were interpreted using the interpretation scale for SUS scores, as shown in Figure 6.

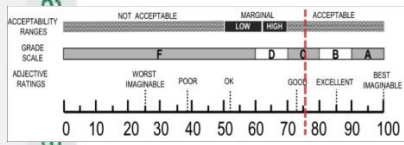


Figure 6. Interpretation of the SUS Bangor Score

Measurement Result Using the User Experience Questionnaire (UEQ)

The results of the UEQ questionnaire which have an average value of > 0.8 represent a positive scale marked with a green arrow, an average value -0.8 and 0.8 represents a normal scale which is marked with a yellow arrow, and an average value < 0.8 represents a scale negative with a red arrow [42].

Item	Mean	Variance	Std. Dev.	No.	Left	Right	Scale
1	1.9	1.0	1.0	100	annoying	enjoyable	Attractiveness
2	1.8	1.5	1.2	100	not understandable	understandable	Perspicuity
3	1.1	2.0	1.4	100	creative	dull	Novelty
4	1.6	2.9	1.7	100	easy to learn	difficult to learn	Perspicuity
5	1.8	1.4	1.2	100	valuable	inferior	Stimulation
6	1.7	1.6	1.3	100	boring	exciting	Stimulation
7	1.8	1.5	1.2	100	not interesting	interesting	Stimulation
8	0.5	2.0	1.4	100	unpredictable	predictable	Dependability
9	1.3	1.3	1.2	100	fast	slow	Efficiency
10	1.0	1.9	1.4	100	inventive	conventional	Novelty
11	1.7	1.4	1.2	100	obstructive	supportive	Dependability
12	1.2	3.8	1.9	100	good	bad	Attractiveness
13	1.9	1.5	1.2	100	complicated	easy	Perspicuity
14	1.6	1.8	1.3	100	unlikable	pleasing	Attractiveness
15	0.2	2.3	1.5	100	usual	leading edge	Novelty
16	1.8	1.4	1.2	100	unpleasant	pleasant	Attractiveness
17	1.6	2.7	1.7	100	secure	not secure	Dependability
18	0.7	2.2	1.5	100	motivating	demotivating	Stimulation
19	1.2	2.3	1.5	100	meets expectations	does not meet expectations	Dependability
20	1.5	1.7	1.3	100	inefficient	efficient	Efficiency
21	1.8	1.6	1.3	100	clear	confusing	Perspicuity
22	1.8	1.4	1.2	100	impractical	practical	Efficiency
23	1.2	2.5	1.6	100	organized	cluttered	Efficiency
24	0.8	2.1	1.4	100	attractive	unattractive	Attractiveness
25	1.3	2.3	1.5	100	friendly	unfriendly	Attractiveness
26	1.0	2.0	1.4	100	conservative	innovative	Novelty

Figure 7. Interpretation of the SUS Bangor Score

Figure 8 is a graph of the benchmark data:

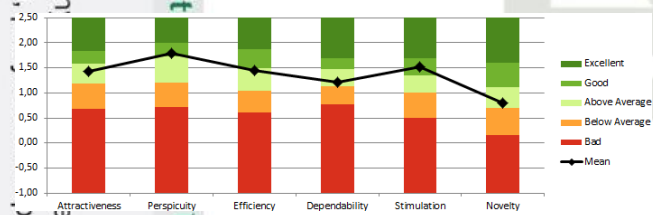


Figure 8. Bstation Mobile Application Benchmark Diagram

TABLE II. BENCHMARK DATA RESULTS VALUE

Scale	Mean	Comparison to benchmark
Attractiveness	1,42	Above average
Perspicuity	1,80	Good
Efficiency	1,46	Above Average
Dependability	1,22	Above Average
Stimulation	1,52	Good
Novelty	0,79	Above Average

Based on the chart in Table II, the average scores are all above 1, Attractiveness (1.423), Perspicuity (1.798),

Efficiency (1.458), Dependability (1.220), and Stimulation (1.518). However, the score for Novelty (0.790) is below 1, which means that users view the app as less innovative compared to the other features. Therefore, the aspect of novelty needs to be improved in order to match the other aspects and make the app more appealing. Aspects such as Attractiveness, Perspicuity, Efficiency, Dependability, and Stimulation have all been rated positively by users, which indicates that these features are important in creating a high-quality app. However, the lower score for novelty suggests that users would appreciate a more innovative and original app, so the development team should focus on improving this aspect. By doing so, the app can attract more users and drive user engagement, which can ultimately lead to greater success for the app.

V. CONCLUSION

After testing the Bstation Mobile application, the calculation results are obtained from the System Usability Scale (SUS) and the User Experience Questionnaire (UEQ). The results of the usability analysis using the System Usability Scale (SUS) method and a sample of 100 responders, an average score of 75.1 was obtained. With regard to the adjective rating, "Good" was obtained, while the acceptability ranges indicate "Acceptable" which means that the Bstation Mobile application can be accepted and used by users.

The results of the User Experience Questionnaire (UEQ) show that respondents have a positive perception towards the Bstation Mobile app. This can be seen from the average scores obtained by the app on each scale of the questionnaire, where almost all scores exceed the threshold of 0.8, which is considered as a normal and positive score in the UEQ questionnaire.

Based on the research conducted on the Bstation Mobile app, we concluded that the study was successful in evaluating the app using the User Experience Questionnaire (UEQ). The mean scores obtained on each aspect, namely Attractiveness (1,423), Perspicuity (1,798), Efficiency(1,458), Dependability (1,220), Stimulation (1,518), and Novelty (0,790). The testing resulted in positive evaluation on the aspects of Attractiveness, Perspicuity, Efficiency, Dependability and Stimulation, with natural evaluation on the aspect of Novelty. The benchmarking revealed the aspects of Attractiveness, Efficiency, Dependability and Novelty falling under the "Above Average" category, while Stimulation and Perspicuity falling under the "Good" category. The recommendations given were to increase creativity and innovation in order to improve the originality of the application. In addition, enhancing the usability, attractiveness, and enjoyment factors of the product is crucial to improve the stimulation aspect of the app. Finally, simplifying the design and making it clear and concise will make it easier for users to understand.

REFERENCES

- [1] K. Indra, "Evaluation of Usability in Base Station Applications Against User Desires Using Partial Least Squares-Structural Equation Modeling (PLS-SEM)," *J. Ilmu-ilmu Inform. dan Manaj. STMIK*, vol. Vol 13 No., no. June, pp. 0–5, 2023.
- [2] Mahsusi, S. Huda, Nuryani, A. Bahtiar, and M. Subuki, "Integrated Application-Based Digital Learning Technology in

Successful Learning Activities During the Pandemic,” *J. Appl. Eng. Technol. Sci.*, vol. 4, no. 2, pp. 633–643, 2023, doi: 10.37385/jaets.v4i2.1449.

F. Wijaya, A. Putri, Hermansyah, N. Mayasari, R. S. Hardinata, and M. I. Perangin-Angin, “Applications Know Preparation for Earthquakes for Elementary School Students,” *J. Appl. Eng. Technol. Sci.*, vol. 4, no. 1, pp. 168–179, 2022, doi: 10.37385/jaets.v4i1.995.

Sidik, S.Sn, M.Ds, “Penggunaan System Usability Scale (SUS) Sebagai Evaluasi Website Berita Mobile,” *Technol. J. Ilm.*, vol. no. 2, pp. 83–88, 2018.

Jacob nielsen, “Usability 101: Introduction to Usability,” *All Usability*, 2012.

I. Gunawan, Y. Irawan, and Y. Devis, “DESIGN OF WEB BASED LMS (LEARNING MANAGEMENT SYSTEM) IN MAN 1 KAMPAR KIRI HILIR,” *J. Appl. Eng. Technol. Sci.*, vol. 1, no. 2, pp. 70–76, 2020.

Nugraha and F. Abdussallam, “Design of he Population Information System in the Village of Pajajaran,” *J. Appl. Eng. Technol. Sci.*, vol. 4, no. 1, pp. 190–201, 2022.

Sumarlin, MZ, “Evaluasi Penggunaan Website Universitas Janabdra Dengan Menggunakan Metode Usability Testing,” *Inf. Interaktif*, vol. 1, no. 1, pp. 34–43, 2016, [Online]. Available: <http://www-ejournal.janabdra.ac.id/index.php/informasiinteraktif/article/view/345>

D. S. Wibowo, “Usability Testing Sistem pada E-Academic Politeknik Harapan Bersama,” *Emit. J. Tek. Elektro*, vol. 16, no. 1, pp. 16–22, 2016, doi: 10.23917/emit.v16i1.2678.

F. S. Handayani and A. Adelin, “Interpretasi Pengujian Usabilitas Wibatara Menggunakan System Usability Scale,” *Techno.Com*, vol. 18, no. 4, pp. 340–347, 2019, doi: 10.33633/tc.v18i4.2882.

J. Brooke, “SUS: A ‘Quick and Dirty’ Usability Scale,” *Usability Eval. Ind.*, no. November 1995, pp. 207–212, 2020, doi: 10.1201/9781498710411-35.

R. I. Rahmi, R. I. Rokhmawati, and A. Rachmadi, “Analisis User Experience Pada Website Streaming Video (Studi Kasus: Youtube dan VLIVE),” *J. Pengemb. Teknol. Inf. dan Ilmu Komput. e-ISSN*, vol. 2548, no. 8, p. 964X, 2018.

R. E. Wulansari, B. Syahri, and N. Erizon, “Countenance Evaluation of Virtual Reality (VR) Implementation in Machining Technology Courses,” *J. Appl. Eng. Technol. Sci.*, vol. 4, no. 2, pp. 825–836, 2023.

A. S. Paramita, “Social Commerce Purchase Intention Factors in Developing Countries: a Systematic Literature Review,” *J. Appl. Eng. Technol. Sci.*, vol. 4, no. 2, pp. 847–854, 2023, doi: 10.37385/jaets.v4i2.1585.

M. P. D. S. Eko Putro Widoyoko, “Instructional Program Evaluation,” *Pustaka belajar*, p. 238, 2009.

M. L. Hamzah, L. A. Hultari, A. A. Purwati, and Nazaruddin, “Analysis of E-Library Based on Level of User Satisfaction Using Eucs and Ipa Methods,” *J. Appl. Eng. Technol. Sci.*, vol. 4, no. 1, pp. 599–610, 2022, doi: 10.37385/jaets.v4i1.1426.

A. A. Zufahmi, R. Sadikin, and E. H. Hermaliani, “Hybrid Between Pieces Framework and Technology Acceptance Model (Tam) in Quality Testing of Mobile Application Office Automation System (Kemenkeu),” *J. Appl. Eng. Technol. Sci.*, vol. 4, no. 1, pp. 286–306, 2022, doi: 10.37385/jaets.v4i1.1087.

S. Andejovi, M. L. Hamzah, I. Maita, and T. Khairil Ahsyar, “User Satisfaction Analysis of E-Learning Using End User Computing Satisfaction in Covid 19,” pp. 5–7, 2022.

Nazaruddin, A. A. Purba, M. L. Hamzah, and M. Rizki, “Decision Making for Optimal Marketing Strategy: A Case Study in E-Commerce,” in *2022 International Conference on Data Analytics for Business and Industry (ICDABI)*, 2022, pp. 1–5. doi: 10.1109/ICDABI56818.2022.10041576.

J. Rahmadoni, R. Akbar, and R. Ulya, “Analysis of Nagari Management Information System Evaluation (Simnag) Using Pieces and Uat Methods,” *J. Appl. Eng. Technol. Sci.*, vol. 4, no. 1, pp. 512–521, 2022, doi: 10.37385/jaets.v4i1.1326.

D. A. Febrianti, S. H. Wijoyo, and H. M. Az-zahra, “Evaluasi Usability Web UniPin dengan Menggunakan Metode Usability Testing,” *J. Pengemb. Teknol. Inf. dan Ilmu Komput.*, vol. 3, no. 11, pp. 10547–10555, 2019, [Online]. Available: <http://j-ptiik.ub.ac.id>

Afriansyah, Walhidayat, R. Novendra, L. Harefa, and Sutejo, “Usability Testing on Tracer Study System Using the Heuristic

Evaluation Method,” *J. Appl. Eng. Technol. Sci.*, vol. 3, no. 2, pp. 178–184, 2022, doi: 10.37385/jaets.v3i2.807.

[23] T. K. Ahsyar, A. Jakawendra, and S. Syaifullah, “Analisa Usability Website Berita Online Menggunakan Metode User Centered Design,” *J. Ilm. Rekayasa dan Manaj. Sist. Inf.*, vol. 6, no. 2, pp. 165–172, 2020, [Online]. Available: <http://ejournal.uin-suska.ac.id/index.php/RMSI/article/view/9822>

[24] A. Pratama, A. Faruqi, and E. P. Mandyartha, “Analisis Tingkat Usability Pada Aplikasi Frostid Menggunakan System Usability Scale (SUS),” *J. Ilm. Educit Pendidik. dan Inform.*, vol. 8, no. 1, pp. 31–38, 2021, doi: 10.21107/educit.v8i1.12195.

[25] S. Aisyah *et al.*, “Evaluasi Usability Website Dinas Pendidikan Provinsi Riau Menggunakan Metode System Usability Scale,” *J. Ilm. Rekayasa dan Manaj. Sist. Inf.*, vol. 7, no. 2, pp. 125–132, 2021, [Online]. Available: <http://ejournal.uin-suska.ac.id/index.php/RMSI/article/view/13066>

[26] A. Bangor, P. Kortum, and J. Miller, “Determining what individual SUS scores mean; adding an adjective rating,” *J. usability Stud.*, vol. 4, no. 3, pp. 114–23, 2009.

[27] I. H. N. Aprilia, P. I. Santosa, and R. Ferdiana, “Pengujian Usability Website Menggunakan System Usability Scale Website Usability Testing using System Usability Scale,” *J. IPTEK-KOM*, vol. 17, no. 1, pp. 31–38, 2015, [Online]. Available: <https://jurnal.kominfo.go.id/index.php/iptekkom/article/view/428>

[28] R. P. Sari and S. R. Henim, “Measurement and Analysis of Tourism Website User Experience Using Usability Techniques,” *J. Appl. Eng. Technol. Sci.*, vol. 4, no. 1, pp. 539–546, 2022, doi: 10.37385/jaets.v4i1.1343.

[29] I. F. 9241-210, “Ergonomics of human system interaction - Part 210: Human-centered design for interactive systems (formerly known as 13407),” *Japanese J. Ergon.*, vol. 30, no. 1, pp. 1–1, 1994, doi: 10.5100/jje.30.1.

[30] A. Sularsa and A. S. Prihatmanto, “Evaluasi User Experiences Produk iDigital Museum dengan Menggunakan UEQ,” *J. Teknol. Inf.*, vol. 2, no. 2, pp. 56–62, 2015.

[31] E. L. C. Law, V. Roto, M. Hassenzahl, A. P. O. S. Vermeeren, and J. Kort, “Understanding, scoping and defining user experience: A survey approach,” *Conf. Hum. Factors Comput. Syst. - Proc.*, no. June 2014, pp. 719–728, 2009, doi: 10.1145/1518701.1518813.

[32] V. Intanny *et al.*, “Measuring Usability and User Experience of The Marketplace of Jogjaplaza.id Using UEQ and USE Questionnaire,” *J. Pekommas*, vol. 3, no. 2, pp. 117–126, 2018, [Online]. Available: <https://jurnal.kominfo.go.id/index.php/pekommas/article/view/2030201>

[33] H. Iqbal and M. Babar, “An Approach for Analyzing ISO / IEC 25010 Product Quality Requirements based on Fuzzy Logic and Likert Scale for Decision Support Systems,” *Int. J. Adv. Comput. Sci. Appl.*, vol. 7, no. 12, pp. 245–260, 2016, doi: 10.14569/ijacs.2016.071232.

[34] R. Yuwono, A. Wibowo, S. H. Wijoyo, and R. I. Rokhmawati, “Analisis Pengalaman Pengguna Pada Aplikasi Mobile Banking di Indonesia Dengan Menggunakan Usability Testing dan User Experience Questionnaire (UEQ) (Studi pada JakOne Mobile dan BCA Mobile),” *J. Pengemb. Teknol. Inf. dan Ilmu Komput.*, vol. 3, no. 6, pp. 5666–5673, 2019.

[35] A. R. Primasari, H. Tolle, and H. Muslimah Az-Zahra, “Evaluasi Dan Perbaikan User Experience Pada Aplikasi Mobile Muslimnesia Menggunakan Metode Usability Testing Dan User Experience Questionnaire (UEQ): Studi Kasus Pada PT. DOT INDONESIA,” *J. Pengemb. Teknol. Inf. dan Ilmu Komput.*, vol. 3, no. 7, pp. 6997–7005, 2019, [Online]. Available: <http://j-ptiik.ub.ac.id>

[36] X. Guo, K. C. Ling, and M. Liu, “Evaluating factors influencing consumer satisfaction towards online shopping in China,” *Asian Soc. Sci.*, vol. 8, no. 13, pp. 40–49, 2012, doi: 10.5539/ass.v8n13p40.

[37] M. L. Hamzah, A. A. Purwati, A. Jamal, Sutoyo, and M. Rizki, “An Analysis of Customer Satisfaction and Loyalty of Online Transportation System in Pekanbaru, Indonesia,” *IOP Conf. Ser. Earth Environ. Sci.*, vol. 704, no. 1, p. 12029, Mar. 2021, doi: 10.1088/1755-1315/704/1/012029.

[38] H. B. Santoso, M. Schrepp, R. Yugo Kartono Isal, A. Y. Utomo, and B. Priyogi, “Measuring user experience of the student-centered E-learning environment,” *J. Educ. Online*, vol. 13, no. 1, pp. 1–79, 2016.

2. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan satu masalah.
 b. Dilarang mengutip dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

- [39] R. Novendra, "Analysis Acceptance of Platform Tehnology Didimax Berjangka in Pekanbaru Using the UTAUT Method," *J. Appl. Eng. Technol. Sci.*, vol. 2, no. 1, pp. 34–41, 2020.
- [40] Mochammad Aldi Kushendriawan, Harry Budi Santoso, Panca O. Hadi Putra, and Martin Schrepp, "Evaluating User Experience of Mobile Health Application 'Halodoc' using User Experience Questionnaire and Usability Testing," *J. Sist. Inf.*, vol. 17, no. 1, pp. 58–71, 2021, doi: 10.21609/jsi.v17i1.1063.
- [41] M. Schrepp, "User Experience Questionnaire Handbook," *Procedia Comput. Sci.*, vol. 27, no. December, pp. 491–498, 2014, [Online]. Available: www.ueq-online.org
- [42] I. Surahman, N. Widiyasono, and R. Gunawan, "Analisis Usability dan User Experience Aplikasi Konsultasi Kesehatan Online Menggunakan System Usability Scale dan User Experience Questionnaire," *J. Siliwangi Seri Sains dan Teknol.*, vol. 7, no. 1, pp. 1–8, 2021.

Peraturan Bina Bangunan dan Lingkungan-Undang

Peraturan Bina Bangunan dan Lingkungan-Undang

State Islamic University of Sultan Syarif Kasim Riau



UIN SUSKA RIAU

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.



Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

LAMPIRAN A POSTER KEGIATAN

The 3rd International Conference on Emerging Smart Technologies and Applications (eSmarTA2023)

10 - 11 October 2023 | Hybrid Conference (On-site and Virtual) | Taiz University, Taiz, Yemen

Theme: Toward Smart Solutions for Sustainable Developments

Conference Tracks

- Artificial Intelligence and Data Science
- Internet of Things (IoT)
- Image Processing and Computer Vision
- Cybersecurity
- Intelligent Communication Systems
- Bioinformatics
- Business Information Technology
- Software Engineering
- Mechatronics & Robotics
- Smart Industrial Systems
- Smart Renewable Energy-Based Power Systems
- Related Topics in Smart Technologies & Applications

Important Dates

- Full Paper Submission Deadline ~~May 30, 2023~~ June 15, 2023
- Notification of Acceptance July 30, 2023
- Camera Ready and Early Registration August 15, 2023
- Normal Registration August 30, 2023

Publication

Accepted papers will be submitted for inclusion into IEEE Xplore (Indexed by SCOPUS).

Keynote Speakers

	Prof. Dr. Ahmed Al-Oubai School of Computing, Edinburgh Napier University, United Kingdom		Prof. Dr. Mohammad T. Islam Universiti Kebangsaan Malaysia, Malaysia		Prof. Dr. Jazella Mustafina Kazan Federal University, Kazan, Tatarstan, Russia
	Assoc. Prof. Dr. Norliza Katak Universiti Utara Malaysia (UUM), Malaysia		Assoc. Prof. Dr. Mohammad F. Naji Kuwait College of Science and Technology, Kuwait		Dr. Hayil Mohammed Monash University, Australia
	Dr. Arulrat Al-Dhagim Universiti Teknologi Malaysia, Malaysia		Mr. Abderrazak Hachani Espel School of Engineering, Tunisia		

For more information, please visit esmar.ta.yostr.org or contact us via esmar.ta@yostr.org

Online Submission: easychair.org/conferences/?conf=esmar2023

Gambar A.1. Poster Kegiatan




Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumpulkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

LAMPIRAN B

SURAT DARI JURNAL

18/12/23, 22:23 Email Universitas Islam Negeri Sultan Syarif Kasim Riau - eSmarTA2023 Decision for Paper No. 65

 **SEKAR ARUM WULANDARI** Sistem Informasi <12050322463@students.uin-suska.ac.id>

eSmarTA2023 Decision for Paper No. 65
1 pesan 1 Agustus 2023 pukul 00,56

eSmarTA2023 <esmarTA2023@easychair.org>
Kepada: Sekar Arum Wulandari <12050322463@students.uin-suska.ac.id>

Dear Sekar Arum Wulandari, Muhammad Luthfi Hamzah, Tengku Khairil Ahsyar, Eki Saputra and Syaifulah Syaifulah

We are glad to inform you that your paper:

submission number: 65
submission title: Evaluation Usability and User Experience (UX) of Bstation Mobile Applications

has been accepted (with Revision Required) by the Technical Committee of the Third International Conference of Smart Technology and Applications (eSmarTA 2023) to be orally presented at the conference. Congratulations!

Kindly follow the below guidelines carefully in order to include your paper in the conference proceedings that will be submitted at IEEE Xplore:

1. Please, use the IEEE templates (MS Word or LaTeX) to create your camera-ready paper. These templates can be downloaded from the following website: http://www.ieee.org/conferences_events/conferences/publishing/templates.html
2. Prepare a Word file (with name CorrectionsTable.doc or .docx) for the Table of Corrections with four columns: Reviewer | Comment | Section/Page No. | Response. State in this file your corrections according to the Reviewer's comments.
3. Revise your paper by considering all the suggestions and comments of the reviewers. Please, note that the paper must be in IEEE Template. The affiliations and email addresses of all authors must be included in the final camera-ready paper.
4. Add the copyright notice "979-8-3503-0533-3/23/\$31.00 ©2023 IEEE" to the bottom of the first page of your source document.
5. Verify the format of your camera-ready paper: You need to convert and check your final manuscript before uploading it to Easy Chair at the PDF eXpress website: <https://ieeepdf-express.org/>
 - a. Creating your PDF eXpress Account
 - Log in to the IEEE PDF eXpress TM site: <https://ieeepdf-express.org/>
 - First-time users should do the following:
 - i. Select the New Users - Click Here link.
 - ii. Enter the following:
 - I 59349X for the Conference ID
 - ii your email address
 - iii a password
 - iii. Continue to enter information as prompted. An Online confirmation will be displayed and an email confirmation will be sent verifying your account setup.
 - Previous users of PDF eXpress need to follow the above steps but should enter the same password that was used for previous conferences. Verify that your contact information is valid.
 - b. Verify the format of your paper using the eXpress website.
 - c. When the verification is done, download the verified IEEE eXpress PDF File from this website.
 - d. Upload the verified IEEE eXpress PDF File to your Easychair.
 - e. Failure to do so may result in your paper exclusion from IEEE Xplore



UIN SUSKA RIAU

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

18/12/23, 22:23

Email Universitas Islam Negeri Sultan Syarif Kasim Riau - eSmarTA2023 Decision for Paper No. 65

(The paper may not be published in IEEE Xplore database).

6. Upload the below files to EasyChair system (update the files of your existing submission in EasyChair):
 - a. The Table of Corrections as PDF file.
 - b. The Camera Ready Paper in .docx.
 - c. The Verified IEEE eXpress PDF File.
7. The deadline to submit the files (a, b & c) is 1 September 2023. All Camera Ready Papers submitted after this deadline will not be considered for publication in IEEE Xplore.
8. Electronic Copyright Transfer must be submitted online. The details will be sent to you shortly.
9. By 1 September 2023 (Registration Deadline), at least one of the authors must complete the registration.
10. It will include your paper in the conference proceedings that will be submitted to IEEE Xplore if the author(s) successfully react to all reviewers' comments and suggestions in a camera-ready paper and note the changes in a table of corrections file.
11. If you have any technical problem, please contact our Conference Secretary.

Thank you very much for your contribution.

eSmarTA2023 will be held on-site at Taiz University, Taiz, Yemen, and virtually via an online meeting platform. We look forward to meeting you there.

Best regards,

Dr. Redhwan Shaddad,
eSmarTA203 Technical Committee

Gambar B.1. Email Accepted

Usability Improvements Needed: While the application received an average System Usability Scale (SUS) score of 75.1%, indicating satisfactory usability, there is still room for improvement. Specific areas of the application may be causing confusion or frustration among users, leading to a lower score. Identifying these pain points and addressing them can significantly enhance the overall user experience.

Streaming Performance Issues: If users have encountered buffering, lagging, or video playback problems, it can negatively impact their experience. Consistent streaming issues can frustrate users and lead them to seek alternative streaming platforms that offer smoother playback. Ensuring robust server infrastructure and optimizing video delivery can help address this weakness.

Limited Personalization: Tailoring content recommendations and personalizing the user experience can significantly enhance user engagement and satisfaction. If the Bstation Mobile application lacks personalized content suggestions based on user preferences, it might be missing an opportunity to create a more immersive and enjoyable experience.

Platform Limitations: If the application is restricted to only one operating system (e.g., available only on Android or iOS), it may exclude potential users who prefer a different platform. Expanding compatibility to multiple devices and operating systems can help broaden the user base and reach a wider audience.

Feedback Mechanisms: The evaluation mentioned that the testing was carried out with 100 responses from Bstation Mobile users. While this is a good starting point, having a more extensive and continuous feedback mechanism can provide a clearer picture of user needs and concerns. Implementing regular feedback collection methods can help in addressing emerging issues promptly.

Content Library: While the evaluation focused on usability and user experience, the content library's size and variety are crucial factors for a streaming service. If the Bstation Mobile application lacks a diverse range of anime series or frequently updates its content, users might find it limiting compared to other platforms.

Language and Localization: The application's language support and localization efforts can be critical, especially for non-Japanese users. Ensuring that the application is available in multiple languages and localized appropriately can help cater to a more global audience and increase its appeal.

Gambar B.2. Review dan Komentar



Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumpukan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

IEEE COPYRIGHT AND CONSENT FORM

To ensure uniformity of treatment among all contributors, other forms may not be substituted for this form, nor may any wording of the form be changed. This form is intended for original material submitted to the IEEE and must accompany any such material in order to be published by the IEEE. Please read the form carefully and keep a copy for your files.

Evaluation Usability and User Experience (UQ) of Betaloo Mobile Applications
Sekar Arum Wulandari, Muhammed Luthfi Hamzah, Tanglu Khalil Ahayer, Eki Saputra and Syaklillah Syaklillah
2023 3rd International Conference on Emerging Smart Technologies and Applications (eSmarTA)

COPYRIGHT TRANSFER

The undersigned hereby assigns to The Institute of Electrical and Electronics Engineers, Incorporated (the "IEEE") all rights under copyright that may exist in and to: (a) the Work, including any revised or expanded derivative works submitted to the IEEE by the undersigned based on the Work and (b) any associated written or multimedia components or other enhancements accompanying the Work.

GENERAL TERMS

1. The undersigned represents that he/she has the power and authority to make and execute this form.
2. The undersigned agrees to indemnify and hold harmless the IEEE from any damage or expense that may arise in the event of a breach of any of the warranties set forth above.
3. The undersigned agrees that publication with IEEE is subject to the policies and procedures of the [IEEE PSPS Operations Manual](#).
4. In the event the above work is not accepted and published by the IEEE or is withdrawn by the author(s) before acceptance by the IEEE, the foregoing copyright transfer shall be null and void. In this case, IEEE will retain a copy of the manuscript for internal administrative/record-keeping purposes.
5. For jointly authored Works, all joint authors should sign, or one of the authors should sign as authorized agent for the others.
6. The author hereby warrants that the Work and Presentation (collectively, the "Materials") are original and that he/she is the author of the Materials. To the extent the Materials incorporate text passages, figures, data or other material from the works of others, the author has obtained any necessary permissions. Where necessary, the author has obtained all third party permissions and consents to grant the license above and has provided copies of such permissions and consents to IEEE.

You have indicated that you DO wish to have video/audio recordings made of your conference presentation under terms and conditions set forth in "Consent and Release."

CONSENT AND RELEASE

1. In the event the author makes a presentation based upon the Work at a conference hosted or sponsored in whole or in part by the IEEE, the author, in consideration for his/her participation in the conference, hereby grants the IEEE the unlimited, worldwide, irrevocable permission to use, distribute, publish, license, exhibit, record, digitize, broadcast, reproduce and archive, in any format or medium, whether now known or hereafter developed: (a) his/her presentation and comments at the conference; (b) any written materials or multimedia files used in connection with his/her presentation; and (c) any recorded interviews of him/her (collectively, the "Presentation"). The permission granted includes the transcription and reproduction of the Presentation for inclusion in products sold or distributed by IEEE and live or recorded broadcast of the Presentation during or after the conference.
2. In connection with the permission granted in Section 1, the author hereby grants IEEE the unlimited, worldwide, irrevocable right to use his/her name, picture, likeness, voice and biographical information as part of the advertisement, distribution and sale of products incorporating the Work or Presentation, and releases IEEE from any claim based on right of privacy or publicity.

BY TYPING IN YOUR FULL NAME BELOW AND CLICKING THE SUBMIT BUTTON, YOU CERTIFY THAT SUCH ACTION CONSTITUTES

YOUR ELECTRONIC SIGNATURE TO THIS FORM IN ACCORDANCE WITH UNITED STATES LAW, WHICH AUTHORIZES ELECTRONIC SIGNATURE BY AUTHENTICATED REQUEST FROM A USER OVER THE INTERNET AS A VALID SUBSTITUTE FOR A WRITTEN SIGNATURE.

Sekar Arum Wulandari

Signature

12-09-2023

Date (dd-mm-yyyy)

Information for Authors

AUTHOR RESPONSIBILITIES

The IEEE distributes its technical publications throughout the world and wants to ensure that the material submitted to its publications is properly available to the readership of those publications. Authors must ensure that their Work meets the requirements as stated in section 8.2.1 of the IEEE PSPS Operations Manual, including provisions covering originality, authorship, author responsibilities and author misconduct. More information on IEEE's publishing policies may be found at http://www.ieee.org/publications_standards/publications/authors/authors_responsibilities.html. Authors are advised especially of IEEE PSPS Operations Manual section 8.2.1.B12: "It is the responsibility of the authors, not the IEEE, to determine whether disclosure of their material requires the prior consent of other parties and, if so, to obtain it." Authors are also advised of IEEE PSPS Operations Manual section 8.1.1B: "Statements and opinions given in work published by the IEEE are the expression of the authors."

RETAINED RIGHTS/TERMS AND CONDITIONS

- Authors/employers retain all proprietary rights in any process, procedure, or article of manufacture described in the Work.
- Authors/employers may reproduce or authorize others to reproduce the Work, material extracted verbatim from the Work, or derivative works for the author's personal use or for company use, provided that the source and the IEEE copyright notice are indicated, the copies are not used in any way that implies IEEE endorsement of a product or service of any employer, and the copies themselves are not offered for sale.
- Although authors are permitted to re-use all or portions of the Work in other works, this does not include granting third-party requests for reprinting, republishing, or other types of re-use. The IEEE Intellectual Property Rights office must handle all such third-party requests.
- Authors whose work was performed under a grant from a government funding agency are free to fulfill any deposit mandates from that funding agency.

AUTHOR ONLINE USE

- **Personal Servers.** Authors and/or their employers shall have the right to post the accepted version of IEEE-copyrighted articles on their own personal servers or the servers of their institutions or employers without permission from IEEE, provided that the posted version includes a prominently displayed IEEE copyright notice and, when published, a full citation to the original IEEE publication, including a link to the article abstract in IEEE Xplore. Authors shall not post the final published versions of their papers.
- **Classroom or Internal Training Use.** An author is expressly permitted to post any portion of the accepted version of his/her own IEEE-copyrighted articles on the author's personal web site or the servers of the author's institution or company in connection with the author's teaching, training, or work responsibilities, provided that the appropriate copyright, credit, and reuse notices appear prominently with the posted material. Examples of permitted uses are lecture materials, course packs, e-reserves, conference presentations, or in-house training courses.
- **Electronic Preprints.** Before submitting an article to an IEEE publication, authors frequently post their manuscripts to their own web site, their employer's site, or to another server that invites constructive comment from colleagues. Upon submission of an article to IEEE, an author is required to transfer copyright in the article to IEEE, and the author must update any previously posted version of the article with a prominently displayed IEEE copyright notice. Upon publication of an article by the IEEE, the author must replace any previously posted electronic versions of the article with either (1) the full citation to the IEEE work with a Digital Object Identifier (DOI) or link to the article abstract in IEEE

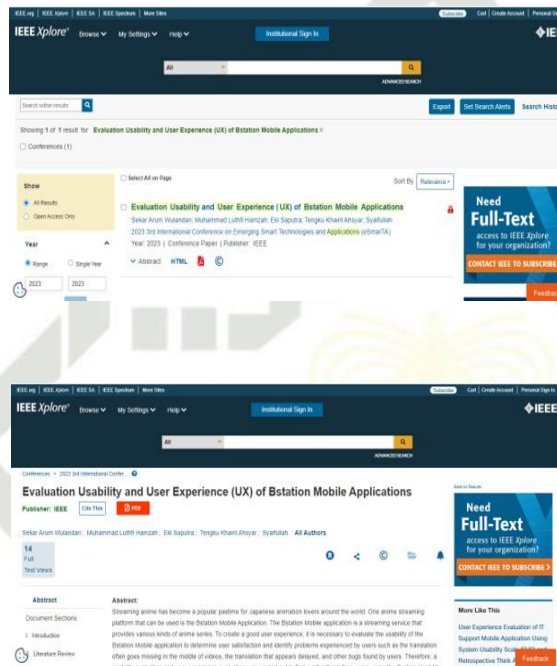
Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

Xplore, or (2) the accepted version only (not the IEEE-published version), including the IEEE copyright notice and full citation, with a link to the final, published article in IEEE Xplore.

**Questions about the submission of the form or manuscript must be sent to the publication's editor.
Please direct all questions about IEEE copyright policy to:
IEEE Intellectual Property Rights Office, copyrights@ieee.org, +1-732-682-3000**

Gambar B.3. Copyright Receipt



Gambar B.4. Bukti Publish

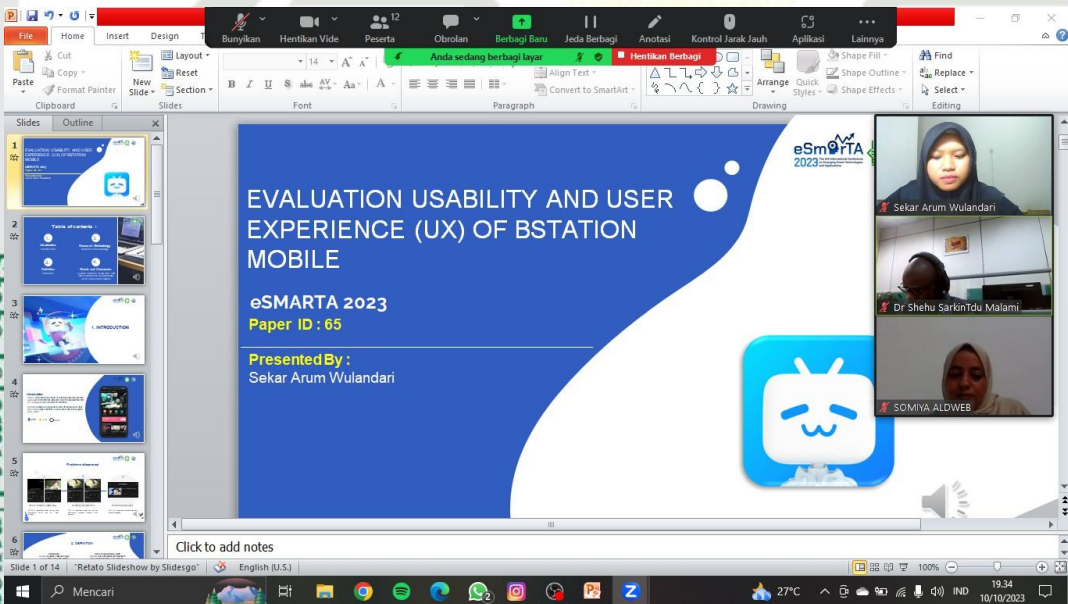
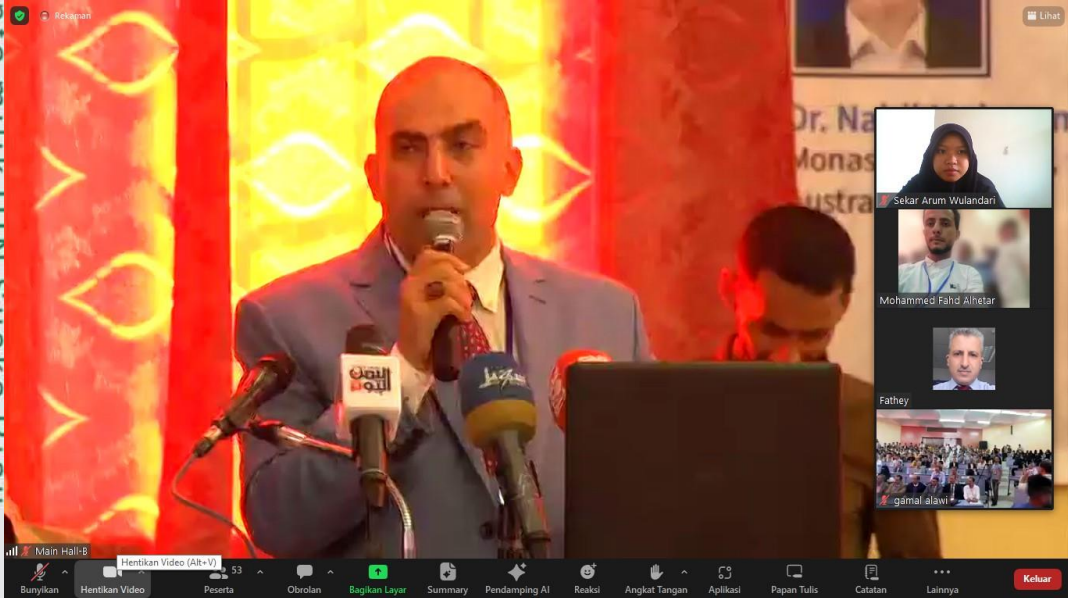
LAMPIRAN C

DOKUMENTASI KEGIATAN

© Hak cipta milik UIN Suska Riau

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.



State Islamic University of Sultan Syarif Kasim Riau

UIN SUSKA RIAU

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

LAMPIRAN D

SERTIFIKAT KEGIATAN

D.1 Presenter Certificate



Gambar D.1. Sertifikat Presenter

DAFTAR RIWAYAT HIDUP

Peneliti lahir di Sidomulyo, Kabupaten Indragiri Hulu, Provinsi Riau pada tanggal 19 September 2002, yang diberi nama Sekar Arum Wulandari. Anak dari pasangan Bapak Sulaini dan Ibu Sandra Wulandari merupakan anak pertama dari dua bersaudara. Kontak peneliti, no.hp 083183344968 dan e-mail: 12050322463@students.uinsuska.ac.id. Peneliti bersekolah di SDN 026 Pematang Reba pada tahun 2008 dan menamatkan pendidikan sekolah dasar pada tahun 2014. Pada tahun yang sama pula peneliti melanjutkan pendidikan di MTsN 1 Indragiri Hulu dan menamatkan pendidikan pada tahun 2017. Tahun 2017 peneliti melanjutkan pendidikan di SMA Negeri 1 Rengat Barat dengan jurusan MIPA dan menamatkan pendidikan pada tahun 2020. Peneliti melanjutkan pendidikan Strata Satu (S1) di Universitas Islam Negeri Sultan Syarif Kasim Riau pada Fakultas Sains dan Teknologi, Program Studi Sistem Informasi pada tahun 2020. Selama menjadi mahasiswa, peneliti pernah melaksanakan Kerja Praktek di Dinas Komunikasi dan Informatika Kabupaten Indragiri Hulu dengan mengevaluasi website Rilisberita. Peneliti juga mengikuti Pengabdian Kuliah Kerja Nyata atau KKN di desa Sungai Intan, Tembilahan Hulu, Kabupaten Indragiri Hilir. Peneliti pernah bergabung dalam organisasi ISOC Research dan PRO-Knowledge. Peneliti pernah menjadi tim sukses Kemah Bakti Mahasiswa atau KBM Sistem Informasi sebagai panitia divisi kakak pembimbing pada tahun 2022. Peneliti pernah juga mengikuti kegiatan *Visiting University* yaitu di National University of Singapore, Universiti Teknologi Petronas, dan Universitas Teknologi MARA Cawangan Negeri Sembilan pada tahun 2023. Pada penelitian Tugas Akhir ini peneliti mengambil judul tentang “Evaluasi *Usability* dan *User Experience* Aplikasi Bstation *Mobile* Menggunakan Metode *System Usability Scale* dan *User Experience Questionnaire*”.



© Hak cipta milik UIN Suska Riau

State Islamic University of Sultan Syarif Kasim Riau

Hak Cipta Dilindungi Undang-Undang

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber:
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar UIN Suska Riau.
2. Dilarang mengumumkan dan memperbanyak sebagian atau seluruh karya tulis ini dalam bentuk apapun tanpa izin UIN Suska Riau.

Lampiran Surat :
Nomor : Nomor 25/2021
Tanggal : 10 September 2021

SURAT PERNYATAAN

Saya yang bertandatangan di bawah ini:

Nama : Sekar Arum Wulandari
NIM : 12050322463
Tempat/Tgl. Lahir : Sidomulyo, 19 September 2002
Fakultas/Pascasarjana : Sains dan Teknologi
Prodi : Sistem Informasi

Judul Disertasi/Thesis/Skripsi/Karya Ilmiah lainnya*:

EVALUATION USABILITY AND USER EXPERIENCE (UX)
OF BSTATION MOBILE APPLICATIONS

Menyatakan dengan sebenar-benarnya bahwa :

1. Penulisan Disertasi/Thesis/Skripsi/Karya Ilmiah lainnya* dengan judul sebagaimana tersebut di atas adalah hasil pemikiran dan penelitian saya sendiri.
2. Semua kutipan pada karya tulis saya ini sudah disebutkan sumbernya.
3. Oleh karena itu Disertasi/Thesis/Skripsi/Karya Ilmiah lainnya* saya ini, saya nyatakan bebas dari plagiat.
4. Apa bila dikemudian hari terbukti terdapat plagiat dalam penulisan Disertasi/Thesis/Skripsi/(Karya Ilmiah lainnya)* saya tersebut, maka saya bersedia menerima sanksi sesuai peraturan perundang-undangan.

Demikianlah Surat Pernyataan ini saya buat dengan penuh kesadaran dan tanpa paksaan dari pihak manapun juga.

Pekonbaru, 18 Januari 2024..
buat pernyataan

METERAI
TEMPEL
060AALX037120682
Sekar Arum Wulandari
NIM : 12050322463

* pilih salah satu sesuai jenis karya tulis