

USER EXPERIENCE OF ONE-STOP ADMINISTRATION SERVICES APPLICATION USING UEQ AND USABILITY TESTING

TUGAS AKHIR

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

Oleh:



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UIN SUSKA RIAU

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Dengan menyebut nama Allah yang Maha Pengasih dan Maha Penyayang

Assalamu'alaikum Warahmatullahi Wabarakaatuh.

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Karya ini peneliti persembahkan untuk Ibu Asyiah dan Ayah Zainudin. Terima kasih atas semua dukungan, nasihat, dan kasih sayang yang selalu diberikan. Terima kasih senantiasa merestui semua langkah yang peneliti ambil dengan iringan doa atas segala kebaikan dan selalu ada saat keadaan tersulit sekalipun. Peneliti akan selalu mendoakan yang terbaik untuk ibu dan ayah agar bahagia dunia, dan akhirat, serta diberikan tempat istimewa di sisi-Nya kelak sehingga kita bisa berkumpul kembali bersama-sama di Jannah-Nya.

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KATA PENGANTAR

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2. Bapak Dr. Hartono, M.Pd, sebagai Dekan Fakultas Sains dan Teknologi.
3. Bapak Eki Saputra, S.Kom., M.Kom sebagai Ketua Program Studi Sistem Informasi.
4. Ibu Siti Monalisa, ST., M.Kom sebagai Sekretaris Program Studi Sistem Informasi.
5. Bapak Tengku Khairil Ahsyar, S.Kom., M.Kom sebagai Dosen Pembimbing Tugas Akhir yang telah banyak meluangkan waktu, memberikan arahan, masukan, nasihat, dan motivasi, serta menjadi pendengar yang baik selama perkuliahan dan proses penyelesaian Tugas Akhir ini.
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11. Seluruh Pegawai dan Staf Fakultas Sains dan Teknologi yang telah membantu dan mempermudah proses administrasi selama perkuliahan ini.
12. Kedua orang tua peneliti, Ibu Asyiah dan Ayah Zainudin terima kasih atas cinta, doa, dan dukungan tiada henti yang senantiasa diberikan kepada peneliti.
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16. Semua pihak yang namanya tidak dapat disebutkan satu persatu yang telah terlibat dalam penyelesaian Tugas Akhir ini.

Semoga segala doa dan dorongan yang telah diberikan selama ini menjadi amal kebajikan dan mendapat balasan setimpal dari Allah *Subhanahu Wa Ta'ala*. Peneliti menyadari bahwa penulisan Tugas Akhir ini masih banyak terdapat kekurangan dan jauh dari kata sempurna. Untuk itu, kritik dan saran atau pertanyaan dapat diajukan melalui *email* 12050325545@students.uin-suska.ac.id. Semoga laporan ini bermanfaat bagi kita semua. Akhir kata peneliti ucapkan terima kasih.

Pekanbaru, 08 Januari 2025

Peneliti,

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Clarification on Adding Authors to the Accepted Paper

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Cc: icatc@kln.ac.lk

Dear Winda Elvira,

This is regarding the research paper titled "User Experience of One-Stop Administration Services Application Using UEQ and Usability Testing" that has been accepted for presentation at ICATC 2024. Upon reviewing the author information on the initial submission in the CMT system and comparing it with the camera-ready version, we noticed a discrepancy in the list of authors.

We kindly request immediate clarification regarding the inclusion of these additional authors.

Best regards,
Publication Team

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Kepada: Navodi M Hakmanage <navodim@kln.ac.lk>

Dear Publication Team,

Thank you for your response and the opportunity to present our research paper, "User Experience of One-Stop Administration Services Application Using UEQ and Usability Testing," at ICATC 2024.

I would like to provide clarification regarding the addition of authors to our submission. At the initial submission stage, I referred to the author guidelines available on the ICATC 2024 website, which stated that author names should not be included in the initial manuscript submission. Consequently, the initial manuscript I submitted on behalf of our research team did not include the names of all authors in the CMT system, in compliance with these guidelines.

Following the review process and based on subsequent instructions and the guidelines provided for the camera-ready submission on the ICATC 2024 website, I was requested to submit the complete manuscript, including the names of all authors: myself, Winda Elvira, along with Tengku Khairil Ahsyar, Angraini, and Megawati, which were previously omitted as per the initial submission requirements.

I hope this explanation addresses any concerns regarding the matter. Please let me know if further clarification or additional documentation is required.

Best regards,
Winda Elvira

[Kutipan teks disembunyikan]



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Abstract—One-stop Administration Services Office is an Indonesian government service for managing motor vehicle documents. In August 2021, this integrated service, involving three institutions in Indonesia—namely the Indonesian National Police, the Regional Revenue Office, and PT Jasa Raharja—enhanced its services by launching the National Digital Samsat Application (SIGNAL) under the Indonesian National Police's program. However, the application has received numerous user complaints, necessitating an analysis of the factors contributing to these issues. This study aims to analyze these factors from the perspectives of user experience and application usability. The analysis was conducted using the User Experience Questionnaire (UEQ) and Usability Testing. The Usability Testing results indicate that the SIGNAL application achieved a success rate of 93% and an error rate of 0.13 in terms of effectiveness. In the efficiency aspect, task completion time was recorded at 0.00006 goals/second, while in satisfaction, a score of 55.8 places the application in the "marginally acceptable" category for users. The UEQ evaluation demonstrates a positive user experience with average scores exceeding 0.8. The SIGNAL application received a "Good" rating on the Stimulation scale and an "Above Average" rating on the Attractiveness, Perspicuity, Efficiency, Dependability, and Novelty scales. Overall, the evaluation indicates that the usability of the SIGNAL application is reasonably good and provides a positive user experience, although improvements are still needed in certain aspects.

Keywords—user experience, usability, signal application, ueq, usability testing

I. INTRODUCTION

E-Government is the application of information and communication technology to improve public services provided by the government, making them more transparent, efficient, and accessible [1]. Governments in various countries have made significant efforts to develop e-government [2][3]. In line with global trends, the Indonesian government also supports the advancement of e-government to enhance public services and information access [4]. This policy is outlined in Presidential Instruction No. 3 of 2003 on the National Strategy for E-Government Development at all levels of government [5].

The One-stop Administration Services Office is a unified service from the Indonesian government for processing motor vehicle documents in accordance with Presidential Regulation No. 5 of 2015 on the Implementation of Integrated One-Stop Administrative Services [6]. This service is a collaboration between the Indonesian National Police, the Provincial Revenue Service, and PT Jasa Raharja [7]. The Presidential Regulation also mentions the establishment of supporting units to improve the quality of Electronic-Based Integrated One-Stop Administrative Services [6]. An article published in August 2021 on samsatdigital.id revealed that the Indonesian National Police launched the third innovation of its police program by introducing the SIGNAL (National Digital Samsat) application for managing vehicle documents in Indonesia.

According to samsatdigital.id in July 2024, SIGNAL is an official application under the support of the Integrated One-Stop Administrative Service Office in Indonesia [8]. Based on direct observation of user reviews on the Playstore, there have been many complaints about the application, such as difficulties with identity verification, slow transitions between features, and limited payment methods. Services like vehicle name changes cannot be processed through the application, and users feel that the developers are unresponsive. Another frequent issue is the E-Validation menu for vehicle registration certificates, which often fails with the message "registration failed," prompting users to register directly with the relevant authorities. A study measuring the user experience of the SIGNAL application showed user dissatisfaction in several areas, such as confusing features, inaccurate information, slow performance, and lengthy service processes, indicating a need for improvement [9]. Another study on a similar application revealed that in Indonesia, users are accustomed to using mobile payment apps but have not shown interest in using the SIGNAL application. The study recommended further research using different methods for comparison [8]. These issues in the SIGNAL service could potentially reduce the number of app users. To improve the service, focusing on user experience and application usability factors is crucial.

scenarios based on the features of the SIGNAL application. At each stage of the task, the researcher recorded the time and observed the user's actions on the application.

3) Distributing Questionnaires

Data were collected by distributing offline questionnaires in one of the regions in Indonesia, specifically Riau Province. The questionnaires were distributed based on 26 UEQ items to 84 SIGNAL users.

C. Data Processing Stage

1) User Experience Questionnaire (UEQ)

Data collected from user responses is then processed using the UEQ Analysis tool to reduce manual errors and speed up analysis. The results are presented in the form of visualizations that describe the user experience of the SIGNAL application based on 6 UEQ scales.

2) Usability Testing

Usability Testing evaluation measures Effectiveness, Efficiency, and Satisfaction. Effectiveness is assessed using the Success Rate and Error Rate formulas. Efficiency is calculated using the Time-Based Efficiency formula, and Satisfaction is measured through a questionnaire based on the SUS score.

D. Analysis and Results Stage

At this stage, the data results are analyzed in depth to understand the usability and user experience of the SIGNAL application. This analysis identifies the factors that influence positive or negative scores in both usability and user experience.

IV. RESULT AND DISCUSSION

A. Evaluation Using UEQ

Table I shows the process of transforming data from the user's initial answer values, which were on a 1 to 7 rating scale, into weighted values within the range of -3 to +3.

TABLE I. TRANSFORMATION DATA

Resp	1	2	3	4	5	6	7	8	9	...	26
R1	0	2	2	3	3	2	2	2	2	...	3
R2	3	3	3	3	3	0	2	2	-3	...	3
R3	3	3	3	3	3	2	2	2	3	...	3
R4	-3	3	3	3	3	3	3	3	-3	...	3
R5	3	3	2	2	2	2	1	2	2	...	3
R6	2	2	-3	2	2	2	2	2	-1	...	3
R7	3	3	2	2	2	1	3	3	2	...	3
R8	0	1	3	3	3	2	2	2	-3	...	3
R9	0	2	0	-1	0	1	0	1	-3	...	3
...
R84	2	2	3	3	-3	3	3	3	0	...	-3

The processing of the transformed data resulted in mean values and variances for the 26 UEQ items, along with their categorization based on their respective scales. The results of the data processing for the mean values and variances of the SIGNAL application can be seen in Table II and Table III.

TABLE II. RESULTS OF THE 26 UEQ ITEMS

Item	Mean	Variance	Scale
1	2,2	1,4	Attractiveness
2	2,1	1,2	Perspiciuity
3	0,7	5,4	Novelty

4	1,3	3,9	Perspiciuity
5	1,1	4,5	Stimulation
6	1,7	1,4	Stimulation
7	1,9	1,5	Stimulation
8	2,2	0,8	Dependability
9	0,8	6,0	Efficiency
10	1,2	4,6	Novelty
11	1,2	5,6	Dependability
12	2,3	1,0	Attractiveness
13	1,1	5,1	Perspiciuity
14	1,2	4,6	Attractiveness
15	0,5	5,7	Novelty
16	1,2	4,2	Attractiveness
17	1,3	4,5	Dependability
18	1,2	4,1	Stimulation
19	1,2	4,2	Dependability
20	1,1	4,9	Efficiency
21	0,5	6,3	Perspiciuity
22	1,8	2,1	Efficiency
23	0,9	4,0	Efficiency
24	1,3	3,7	Attractiveness
25	0,9	4,6	Attractiveness
26	1,2	5,1	Novelty

TABLE III. RESULTS OF THE UEQ SCALE

UEQ Scales	Mean	Variance
Attractiveness	1,510	1,88
Perspiciuity	1,244	2,34
Efficiency	1,107	1,23
Dependability	1,455	2,58
Stimulation	1,479	1,38
Novelty	0,905	2,40

An average score above 0.8 indicates a positive evaluation, an average score between -0.8 and 0.8 reflects a neutral assessment, and an average score below -0.8 indicates a negative evaluation. The test results show that SIGNAL achieved a score >0.8 on 6 UEQ scales, indicating that the application provides a positive user experience. The Attractiveness scale received the highest score of 1.510, while Novelty received the lowest score of 0.905. Overall, SIGNAL provides a good experience for its users, but improvements are needed in aspects that influence user evaluations of Novelty.

To gain a better understanding of the quality of the SIGNAL application, the UEQ Analysis Tool also provides a comparison of the user experience scores of this application with other established products. The UEQ benchmark for SIGNAL can be seen in Table IV.

TABLE IV. UEQ SIGNAL BENCHMARK

Scale	Mean	Comparisson to benchmark	Interpretation
Attractiveness	1,51	Above average	25% of results better, 50% of results worse
Perspiciuity	1,24	Above Average	25% of results better, 50% of results worse
Efficiency	1,11	Above Average	25% of results better, 50% of results worse
Dependability	1,46	Above Average	25% of results better, 50% of results worse
Stimulation	1,48	Good	10% of results better, 75% of results worse
Novelty	0,90	Above Average	25% of results better, 50% of results worse

Of the 6 scales measured, only the Stimulation scale falls into the 'Good' category. The other five scales—



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Table captions do not follow the required format.

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169	Robotics, control systems and IoT	ET Panel 1	1.45pm-2.05pm	AB-LCH-03 SEMINARE ROOM-04
200			2.05pm-2.25pm	
78			2.25pm - 2.45pm	
99			2.45pm-3.05pm	
217			3.05pm-3.25pm	
44	Materials and Manufacturing	ET Panel 2	1.45pm-2.05pm	AB-LCH-03 SEMINARE ROOM-05
71			2.05pm-2.25pm	
124			2.25pm - 2.45pm	
87			2.45pm-3.05pm	
69	Management of Technology	ET Panel 3	3.05pm-3.25pm	AB-LCH-03 SEMINARE ROOM-06
49			1.45pm-2.05pm	
91			2.05pm-2.25pm	
143			2.25pm - 2.45pm	



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Faculty of Computing and Technology
University of Kelaniya
Sri Lanka

Cordially Invite
You
to the

**9TH INTERNATIONAL CONFERENCE ON
ADVANCES IN TECHNOLOGY AND COMPUTING
(ICATC) 2024**

19TH - DECEMBER - 2024
08.00 AM
at
Faculty of Computing and Technology,
University of Kelaniya, Sri Lanka.

ICATC 2024 Agenda

08.00 AM – 09.00 AM	Conference Registration
09.00 AM – 09.05 AM	Arrival of Guests
09.05 AM – 09.20 AM	Lightning of the Traditional Oil Lamp and University Anthem
09.20 AM – 09.25 AM	Welcome Address by Dr. Chanaka Udayanga Conference Chair - ICATC 2024
09.25 AM – 09.30 AM	Address by Dr. Chamli Pushpakumara Dean, Faculty of Computing and Technology, University of Kelaniya, Sri Lanka
09.30 AM – 09.35 AM	Address by the Chief Guest Senior Professor Nilanthi de Silva Vice Chancellor, University of Kelaniya, Sri Lanka
09.35 AM – 09.40 AM	Address by Professor Sachith Mettananda Chairman, Research Council University of Kelaniya, Sri Lanka
09.40 AM – 10.25 AM	Keynote Speech by Professor Clarence De Silva University of British Columbia, Vancouver, Canada.
10.25 AM – 10.30 AM	Vote of Thanks by Dr. Sandeli Kasthuri Arachchi Conference Co-Chair - ICATC 2024
10.30 AM – 10.35 AM	National Anthem
10.35 AM – 11.00 AM	Refreshments
11.00 AM – 01.00 PM	Workshops (NextGen AI Tools, IoT)
01.00 PM – 01.45 PM	Lunch Break
01.45 PM – 04.15 PM	Parallel Technical Sessions
04.15 PM – 04.45 PM	Evening Tea

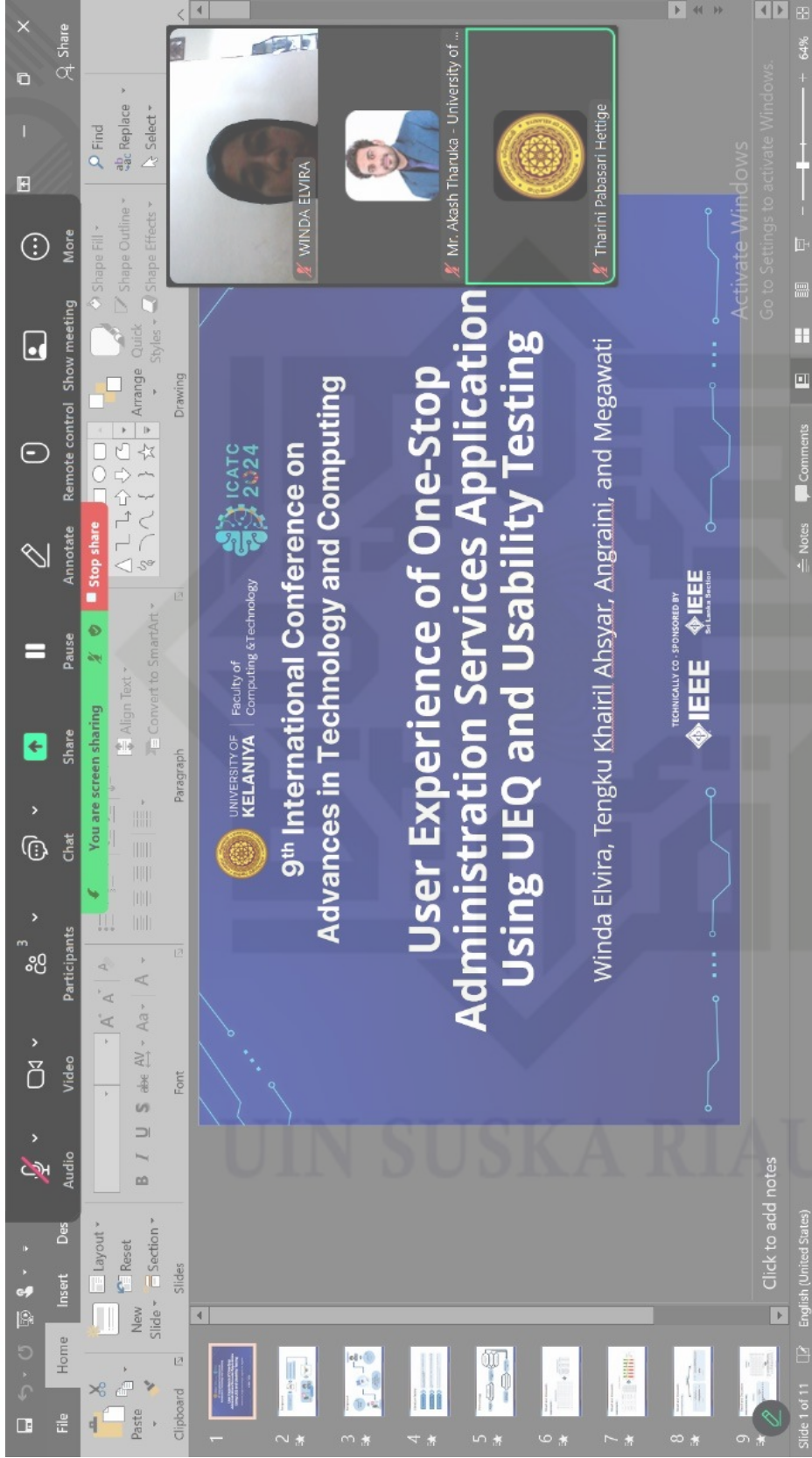
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The screenshot displays a Zoom meeting in progress. The main content is a presentation slide with the following text:

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- UNIVERSITY OF KELANIYA Faculty of Computing & Technology**
- ICATC 2024**
- User Experience of One-Stop Administration Services Application Using UEQ and Usability Testing**
- Winda Elvira, Tengku Khairil Ahsyar, Angraini, and Megawati**
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The Zoom interface includes a toolbar at the top with options like File, Home, Insert, Des, Audio, Video, Chat, and Share. A 'Stop share' button is highlighted in red. The bottom of the screen shows a slide navigation bar with 9 slides, and the current slide is 1 of 11. A watermark 'UIN SUSKA RIAU' is visible in the background.

LAMPIRAN D SERTIFIKAT

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at the
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Organized by
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19th of December 2024

Dr. Chamli Pushpakumara
Dean
Faculty of Computing and Technology
University of Kelaniya, Sri Lanka

Dr. Chanaka Udayanga
Conference Chair
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19th of December 2024


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 Dean
 Faculty of Computing and Technology
 University of Kelaniya, Sri Lanka


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 Conference Chair
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DAFTAR RIWAYAT HIDUP



Winda Elvira lahir di Subi Besar pada tanggal 20 April 2002. Peneliti merupakan anak pertama dari Bapak Zainudin dan Ibu Asyiah. Peneliti memulai pendidikan pada tahun 2007 di TK Harapan Bunda Subi. Selanjutnya peneliti meneruskan pendidikan di SDN 1 Subi pada tahun 2008 sampai 2014. Setelah menyelesaikan pendidikan Sekolah Dasar peneliti melanjutkan pendidikan di SMPN 1 Subi pada tahun 2014 hingga 2017. Peneliti melanjutkan pendidikan di SMAN 1 Subi pada 2017 hingga 2020 dan peneliti melanjutkan pendidikan Strata 1 (S1) di Universitas Islam Negeri Sultan Syarif Kasim Riau Fakultas Sains dan Teknologi pada Program Studi Sistem Informasi pada tahun 2020. Pada penelitian Tugas Akhir ini peneliti mengambil judul *"User Experience of One-Stop Administration Services Application using UEQ and Usability Testing"*.

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