WEB USABILITY EVALUATION OF WIKI-BUDAYA WEBSITE BASED ON NIELSEN MODEL USING USER TESTING METHOD AND HEURISTIC EVALUATION TECHNIQUE

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ABSTRACT

Wiki-Budaya is a web-based encyclopedia which manages information and knowledge about the culture of Indonesia as articles and supported by Official Cultural Ministry. During the development process, software quality control has not been done. Therefore, Wiki-Budaya has not been officially released and it is currently at the stage of testing in the Software Development Life Cycle. Thus, the evaluation will be held to conduct software quality control on Wiki-Budaya.

Software quality control is a kind of way to implement control quality assurance before the website was released. At this stage, software quality control will be conducted focusing on the aspects of web usability by Nielsen model, as the aspect of non-functional requirements that have the most important measurement for determining the success or failure of a website. Web usability evaluation will be carried out by the method of user testing that produces descriptive statistics which interprets each usability factor
measurement and hypothesis of testing framework for usability. These results will be validated by using Heuristic Evaluation techniques which involving User Interface expert’s judgment to provide evaluation results. By implementing web usability evaluation, the expected results are 1) knowing the deficiencies in website usability aspect, 2) providing recommendation for the deficiencies based on testing results as feedback to the website developer as improvements to reduce bugs, improve user satisfaction, and websites are easy to use.

Keywords: Wiki-Budaya, web usability evaluation, software quality control, web usability-Nielsen Model, user testing, Heuristic Evaluation