

ABSTRACT

Usability can affect the success of a product or service as well as the ease of using the application interface. The SIAMO application is an Operations Management Administration Information System application specifically for internal PMI parties which include administrators, staff and volunteers, who have the responsibility of managing volunteer registration, capacity building, assigning and protecting PMI human resources (HR). Usability measurements are carried out using the Usability Testing method and the System Usability Scale (SUS). The Usability Testing method is carried out by conducting task scenarios and interviews, then for the System Usability Scale (SUS) method it is carried out using the SUS questionnaire. The object of this research is KSR PMI Surabaya City. The research was carried out starting from the initial test by assessing the level of usability of the SIAMO application used before recommendations for improvements were made. Then from the results of the initial test a redesign was carried out. Final testing is carried out to assess the level of usability after recommendations for improvement. This study aims to determine the usability value of the SIAMO application and provide suggestions and input for PMI in developing the SIAMO application in the future. After the initial and final tests were carried out, the usability level in the initial learnability aspect was 87,5% and then increased to 100%. The initial efficiency aspect was 326,5 seconds, then increased to 102,8 seconds. The initial error aspect was 89,4% which then increased to 1,107%. And the initial satisfaction aspect of 65,42 then increased to 84,25.

Keywords : *SIAMO application, KSR, PMI Surabaya City, SUS, Usability Testing.*