

Abstract

DKPP animal health reporting application is an application where users who have pets can report on pets affected by health symptoms using the reporting application. The application can help pet owners by finding the closest doctor to the location of the sick pet incident. This animal health reporting application research aims to determine the level of user satisfaction in using this application, specifically by using the system usability scale (SUS) method to analyse the data obtained. The System Usability Scale (SUS) is employed as a key metric to evaluate the ease of use of the application. The study employs Cronbach's Alpha values to gauge internal consistency, revealing strong reliability across all ten assessment items (Q1 to Q10), with calculated values ranging from 0.688 to 0.718 (greater than 0.6). Additionally, the validity product moment test demonstrates robust and consistent relationships between variables, affirming the reliability of the test in assessing intended constructs. The correlation coefficients (r-count) for questions Q1 to Q10 ranged from 0.396 to 0.648, surpassing the critical threshold of 0.202. The results of the SUS evaluation indicate an impressive average score of 94.548, positioning the application within the "Grade A" category of SUS grading guidelines. This rating reflects an exceptionally high level of usability, meeting, and exceeding user expectations. The success of the summarization approach in meeting user requirements is further affirmed by the positive evaluation derived from the SUS Score.

Keywords: System Usability Scale (SUS), Reporting Application