Evaluation Website of the Bandar Lampung City Government using the Webuse Method

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***Abstract*—The City of Bandar Lampung is a quickly creating city, to spread data and to work on great public administrations for the local area, the Bandar Lampung Regional Government has carried out a data framework e-government based site, with the location https://bandarlampungkota.go.id/ yet there are numerous objections from clients of the site which expresses that data on the difficult to come by site, reaction the site long enough when gotten to, etc, so it should be assessed convenience on site to work on the simplicity and productivity in the utilization of clients. The advancement of good-quality pages requires complex strategies for plan and assessment. One of the devices to realize the fulfillment level of a framework is through convenience testing. In this way, ease of use testing is led to test the fulfillment level of clients. Advancement of a Site Ease of use Assessment (Webuse) as a norm for estimating ease of use, with a-based survey assessment technique web that permits clients to survey the convenience of the site to be assessed. The site this review alludes to the Webuse to assess ease of use on the site Bandar Lampung Regional Government with the elements of Content, Organization and Readability, Navigation and Links, User Interface Design, and Performance and Effectiveness. Webuse centers around fostering an assessment framework convenience electronic with an abstract activity approach that includes the interest of clients to give an appraisal of a site. In the analysis of the usability website it can be seen that the level of usability website Bandar Lampung City Government is at point 0.74 on "*good*" level. The purpose of this study was to determine the level usability of the website Bandar Lampung City Government in service to provide optimal information and services to users. 4 elements of Webuse produce Cronbach's Alpha worth which is more noteworthy than 0.70, it tends to be deciphered that the exploration instrument utilized is truly dependable, so it is deserving of additional examination.**

Keywords—e-government, Usability, Webuse, website.

I. INTRODUCTION

The role of the website is an important requirement of an organization, including the Bandar Lampung City Government which also implements e-government through the web, with the address https://bandarlampungkota.go.id/. To improve the governance of information and services, evaluation is needed in order to maximize the goals and objectives and be in line with the vision and mission of the Bandar Lampung City government.

As indicated by Karat (1994), ease of use is one of the principles in the use of *User Centered Design* (UCD). *User Centered Design* (UCD) is another worldview in the improvement of online frameworks. Convenience is one of the indicators that can depict the nature of a framework according to the perspective of people who use it where accomplishing ease of use in a site requires a blend of arranging in understanding the setting of utilizing the framework as a reason for recognizing and assessing the framework through client testing (J. Neilsen, 1994). To discover a framework can be utilized by clients adequately, productively and agreeably is to assess the site from the perspective ease of use (Bevan, 2009).

Website Usability Evaluation (Webuse) centers around fostering an assessment framework ease of use based web with an emotional activity approach that includes the interest of clients to give an appraisal of a site. The advancement of the methodology Webuse as a norm for estimating ease of use, with a-based poll assessment strategy web that permits clients to survey the convenience of the site to be assessed (Chiew and Salim, 2003)[1]. This review alludes Webuse way to deal with assess the ease of use in site Bandar Lampung regional government with the of *the Content, Organization and Readability, Navigation and Link, User Interface Design* and *Performance and Effectiveness.*

II. LITERATURE REVIEW

A. Usability Testing

Ease of use is a piece of client experience that action how great of an item or a framework can be utilized to accomplish objective viably, proficient, and fulfilled. The

nature of the framework is additionally tried and assessed as an objective of ease of use testing. Lestari[2] characterizes ease of use as a framework quality level that is not difficult to learn, simple to utilize, and persuade individual to utilize the framework. Chiew and Salim tracked down that there were two essential inquiries for convenience, particularly for intelligent framework: (1) How a framework can be created to guarantee ease of use level of a framework; (2) How framework ease of use level can be shown or estimated[3].

Convenience level of a framework has five parts: learnability, viability, productivity, memorability, and fulfillment. Learnability of the framework can be characterized as how quick clients can excited about utilizing the framework and run the framework work appropriately. Viability of a framework can be characterized as how exact and complete the client can do with the framework to accomplish explicit objectives. Productivity is the manner by which assets is extended according to accomplish objectives by utilizing framework. Memorability is a term of how client capacity to remember information about spesific menu or capacity. What's more, the last part is fulfillment. Fulfillment is the manner by which client feel good and get uplifting outlook by utilizing the framework or item. To gauge the ease of use level, testing ought to be directed. The test is called ease of use testing.

Convenience testing is one of approaches to estimated and assess a framework ease of use level. This test likewise gives some genuine perspective on how genuine clients passage and utilize the framework. Ease of use testing centers around estimating client action to accomplish explicit objective by utilizing the framework. Ease of use testing of a framework can be estimated a few objectives: (1) Adequacy of framework; (2) Productivity of framework; (3) Security of framework; (4) Utility degree of framework; (5) Simplicity to learn; (6) Straightforwardness to retain.

There are a few boundaries that can be utilized in convenience testing: (1) Achievement rate is an estimation of client achievement rate to follow through with given responsibilities by utilizing a framework or a web; (2) The time an assignment requires is a boundary that is utilized to quantify how long a period expected to complete a job by utilizing a framework; (3) Blunder rate is a boundary that is utilized to know clients mistake rate while doing given undertakings by utilizing the framework; (4) Client's emotional fulfillment is a boundary to gauge client fulfillment for a framework[4].

B. Website Usability Evaluation (Webuse).

The Webuse (*Website Usability Evaluation*) method developed by Chiew and Salim (2003) focuses on developing a web-based usability evaluation system to measure websites from usability aspects. The Webuse method can evaluate websites from usability aspects on all types of websites and domains. The Webuse method was developed related to website usability including the concept of usability methods, evaluation and evaluation systems. The questionnaire-based usability evaluation method allows users to conduct evaluations to assess the usability of the evaluated website. The results obtained from the respondents' responses to the questionnaire were analyzed using the Webuse method. Webuse is a questionnaire developed to evaluate the usability of a website. This questionnaire consists of 30 questions with five answer options divided into four dimensions, that it[5]:

1. Content, Organization and Readability

"Good content is content that is easy to understand by users, clear, and well organized. Website a well-organized can provide a quick understanding for users" according to Leavitt and Shneiderman (Marcus, 2011). *"Meanwhile, the readability of a website is measured by whether the system functions properly and provides accurate"* information (Baltzan and Phillips, 2009).

2. Navigation and Links

The method used to find and access information on a website effectively and efficiently to help users is website called *Navigation*. Meanwhile, *Links* function to connect users by selecting and clicking *links* on pages *hypertext* (homepage), which causes a new page to open. *Good links* should use text rather than graphics so that they are easily understood by users according to Leavitt and Shneiderman (Marcus, 2011).

3. User Interface Design

User interface design is a method and procedure that requires careful consideration when designing and developing websites. The important things in designing user interface design include setting goals, defining users and providing useful content. *"To ensure the best results, it is necessary to consider various issues of user interface design and good performance for users"* according to Leavitt and Shneiderman (Marcus, 2011).

4. Performance and Effectiveness

Website performance can be measured by how quickly a website carries out certain processes or transactions so as to produce fast and efficient user performance (Baltzan and Phillips, 2009). *"Meanwhile, effectiveness is the success of a website in producing the right information for users"* according to Leavitt and Shneiderman (Marcus, 2011)[6].

The evaluation process using Webuse method can be seen in Figure 1. The steps which are taken in the evaluation of Website of the Bandar Lampung City using Webuse method approach are as follows[7].

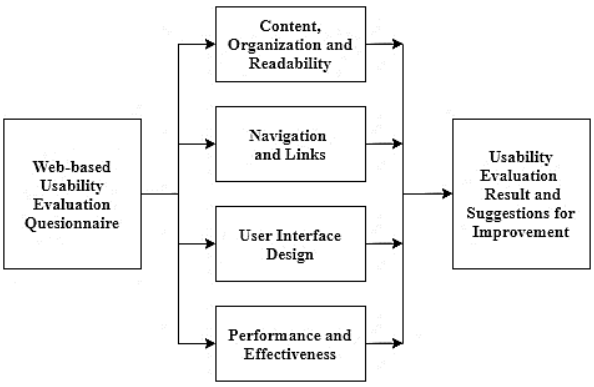

FIG. 1. WEBUSE EVALUATION PROSES

Disseminating questionnaires to respondents. The number of respondents used in this study was 50 people. Respondents fill out questionnaires according to the indicators of existing questions. Merit is used based on the

user's answer to each question, then it will be accumulated for each category. Category points are the average values of each category. Usability points are the mean value of each usability.

From that are questionnaire, there are scores that can represent how good the usability level of a website is. The value is divided into 5 value ranges, each value representing a good or bad level of usability. The merit value of the Webuse questionnaire can be seen in Table I below[6]:

TABLE I. MERIT SUITABILITY AND RESPONSE CHOIS

Option	Merit
Strongly Disagree	0.00
Disagree	0.25
Fair	0.50
Agree	0.75
Strongly Agree	1.00

The general consequences of site ease of use focuses are the mean worth places of ease of use for 4 classes. The convenience level depends on the quantity of ease of use focuses. Table II shows the convenience levels and comparing ease of use focuses and in Table III depicts the topic of each merit[5].

TABLE II. POINTS AND LEVEL USABILITY WEBSITE

Point	Level Usability
$0 \leq x \leq 0.2$	*Bad*
$0.2 \leq x \leq 0.4$	*Poor*
$0.4 \leq x \leq 0.6$	*Moderate*
$0.6 \leq x \leq 0.8$	*Good*
$0.8 \leq x \leq 1.0$	*Excellent*

TABLE III. 30 GROUPING QUESTIONS IN 4 ELEMEN QUESTIONNAIRE

Category	Attri-bute	Usability Level
Content, Organization and Readability	1	I can easily access the website bandarlampungkota.go.id
	2	This website contains material and content that interests me
	3	The materials and content they provide are always updated
	4	I can easily find what I want on this website
	5	The content on this website is well managed
	6	I can read/view content easily
	7	I feel comfortable and familiar with the content presented on this website
	8	I don't need to scroll left and right while reading the content of this website
	9	I feel that the image content with the news content is very appropriate
Navigation and Links	10	It's easy for me to browse this website by using the link or back button in the browser
	11	The links on this website are well maintained and maintained
	12	All links in the navigation work well by displaying the page according to the link title
	13	Placement Links or menus are standardized and I can easily recognize them
	14	This Website provides helpful hints and Links for me to get the information I want
	15	This website doesn't open many new browser windows when I browse the website
User Interface Design	16	The interface design on this website is attractive/attractive
	17	I feel comfortable with the colors used on this website
	18	This website does not contain features that annoy me such as scrolling or blinking text and re-animation
	19	This website has a consistent look
	20	This website does not contain many ads
	21	The website design is reasonable and easy to learn how to use
	22	Display image content neat (no stretch/flat)
	23	The fonts used on this website are easy to read
	24	The size and thickness of the letters are appropriate so that it makes it easier for me to read the content on this website
Performance & Effectiveness	25	When accessing the bandarlampungkota.go.id website, it can be opened quickly and without problems
	26	I can see visited and unvisited links/links
	27	I can access the website all the time
	28	This website responds to all actions I take according to my expectations
	29	This website can be used efficiently
	30	This website always gives clear and useful messages when I don't know how to process/do something

C. User Centered Design.

User Centered Design (UCD) is a new paradigm in the development of web-based systems. The concept of UCD is that the user is at the center of the system development process, and the objectives/properties, context and system environment are all based on user experience (Simatupang, 2014).

According to Lightbown, UCD is an iterative process that revolves around the user. Therefore, it is not surprising that the user is at the center. This means that every process carried out will involve the user's perspective. The purpose of the UCD approach is to produce products with high values usability (Mulia, 2016)[7].

D. Questionnaire Collection.

A questionnaire is a research tool or survey consisting of a series of written questions, aimed at obtaining responses from a selected group of people. The questionnaire must be designed in such a way that every question in it is valid. According to Sugiono, determining the sample size for the study are as follows[7]:

- The decent sample size in the study was between 30 and 500.
- When the sample was divided into several categories, the number of members of the study sample is at least 30.
- If the research will undertake the analysis multivariate (correlation or multiple regression for example), then the number of sample members is at least 10 times the number of variables studied. For example, there are 5 research variables (independent + dependent), then the number of sample members = 10 x 5 = 50.
- For simple experimental research, which uses an experimental group and a control group, the number of sample members is between 10 to 20 each[6].

E. Validity and Reliability Test

One of the most important parts of research using a questionnaire is to test the validity and reliability of the questionnaire[8].

1. Validity Test

Test is used to determine the extent of the accuracy and accuracy of a measuring instrument in measuring data.

$$r_{xy} = \frac{n\sum_{i=1}^{n} x_i y_i - \sum_{i=1}^{n} x_i \sum_{i=1}^{n} y_i}{\sqrt{\left(n\sum_{i=1}^{n} x_i^2 - \left(\sum_{i=1}^{n} x_i\right)^2\right)\left(n\sum_{i=1}^{n} y_i^2 - \left(\sum_{i=1}^{n} y_i\right)^2\right)}}$$

r_{xy} : correlation coefficient between variable X and variable Y
xi_i : data velue n-1 for the variable group X
y_i : data velue n-1 for the variable group Y
n : data

A statement is said to be valid if the score of the statement is positively correlated significant with the total score. If r_{count} for each statement > from r_{table} then Ho is rejected which means it is valid and if r_{count} is smaller than r_{table} then Ho is accepted which means the statement is invalid.

2. Reliability Test

Test is a consistency of a measurement result. To determine the reliability of a statement, a comparison of the value of r_{table} with r_{hasil} is carried out (Cronbach's Alpha in the data output).

$$r_i = \left(\frac{k}{k-1}\right)\left(1 - \frac{\sum \sigma_b{}^2}{\sigma_t{}^2}\right)$$

$\Sigma\alpha_{b^2}$: number of items variance
α_{b^2}: total variance

Conditions when Cronbach`s Alpha questionnaire greater than a minimum value of Cronbach`s Alpha (α) is 0.70 then the question is reliable and if Cronbach`s Alpha smaller questionnaire than the minimum value of Cronbach's Alpha (α) then the question is not reliable[9].

III. DISCUSSION AND RESULT

In the analysis stage of the initial conditions, the researcher explores information about the Bandar Lampung City Government website using questionnaires and observation techniques. Making a questionnaire requires responses to find out information about problems or complaints on website users. While the observation is done by the researcher trying to use the website directly with the aim of being able to find problems based on the researcher's point of view.

A. Website Evaluation

- Questionnaire Creation.

  The design of the questionnaire using google form refers to the method Webuse. The list of questions contained in the questionnaire is designed based on the analytical method to be used, namely *Importance* and *Performance* to determine the factors that affect user satisfaction and the factors that need to be improved according to the users who are respondents[3].

FIG. 2. QUESTIONNAIRE TEMPLATE

- Data Collection.

  The Collection was carried out based on the questionnaire design that had been carried out in the previous stage. Determination of the number of respondents refers to the literature study that has been done, for decent sample size in the study is a minimum of 30 people. The questions on the evaluation questionnaire consist of 5 answers which indicate the respondent's agreement to the question. These questions have a weight between 1 and 5, respectively, where the answers will be converted to a merit value as described in Table I. The questionnaire is distributed online with the help of google forms to respondents. The results are in the form of Points Usability, Levels Usability, and Level Percentages Usability. The three will be displayed in the form of a table below[5]:

TABLE I. POINT AND LEVEL USABILITY WEBSITE

Cat	Point	Level	Cat	Point	Level
COR1	0.79	Moderate	**UID1**	0.78	Moderate
COR2	0.72	Moderate	**UID2**	0.76	Moderate
COR3	0.71	Moderate	**UID3**	0.75	Moderate
COR4	0.67	Moderate	**UID4**	0.77	Moderate
COR5	0.72	Moderate	**UID5**	0.77	Moderate
COR6	0.77	Moderate	**UID6**	0.77	Moderate
COR7	0.74	Moderate	**UID7**	0.77	Moderate
COR8	0.75	Moderate	**UID8**	0.74	Moderate
COR9	0.76	Moderate	**UID9**	0.75	Moderate
NL1	0.78	Moderate	**PE1**	0.75	Moderate
NL2	0.73	Moderate	**PE2**	0.67	Moderate
NL3	0.72	Moderate	**PE3**	0.79	Moderate
NL4	0.75	Moderate	**PE4**	0.73	Moderate
NL5	0.75	Moderate	**PE5**	0.73	Moderate
NL6	0.72	Moderate	**PE6**	0.69	Moderate

TABLE II. RECAP OF POINT AND LEVEL USABILITY WEBSITE

Category	Average of Point Usability	Usability Level
Content, Organization and Readability	0.73	Good
Navigation and Links	0.74	Good
User Interface Design	0.76	Good
Performance and Effectiveness	0.73	Good

In the analysis of the usability website it can be seen that the level of usability website Bandar Lampung City Government in the "***good***" usability level. This proves that website of the Bandar Lampung City Government has level usability that is in accordance with the wishes and needs of users. However, COR and PE have the usability lowest level, with points of usability 0.73 compared to other categories. So it shows that usability in the COR and PE categories is not fully achieved. This is also shown from the response of users websites who complain about the functions of COR and PE which is not good. So in the development of the website it further is necessary to focus on the development of the COR and PE categories in order to further improve its usability. While the UID category is the category with the points, usability highest that it 0.76, it needs to be maintained in order to meet usability to users[9].

- Testing the Validity and Reliability of the Questionnaire.

  The validity test was carried out from the results of the questionnaire. The validity test uses the coefficient of the product-moment relation coefficient (r_{table}) with a significant level of 5%. With the number of respondents (n) = 50, we get a r_{table} of 0.279, meaning that the questionnaire is considered valid if the calculated correlation value (r_{count}) is greater than the limit value of r_{table} ($r_{count} > r_{table}$). All items of the questionnaire statement in this study were declared valid because the calculated correlation value of each statement item was > 0.279. After conducting the validity test, a reliability test was conducted to determine the consistency of the questionnaire used as a measuring tool. Tests were carried out to ensure that the previously distributed questionnaires were valid and reliable. All questionnaire items must be valid and reliable for further processing. The questionnaire is declared valid if $r_{count} > r_{table}$ and reliable if the questionnaire Cronbach`s Alpha score > the minimum value of Cronbach`s Alpha (α) is 0.70[10].

TABLE III. VALIDITY QUESTIONNAIRE TEST RESULT

No	Category	r*count*	r*table*	Description
1	COR1	0.787	0.279	Valid
2	COR2	0.766	0.279	Valid
3	COR3	0.771	0.279	Valid
4	COR4	0.887	0.279	Valid
5	COR5	0.868	0.279	Valid
6	COR6	0.882	0.279	Valid
7	COR7	0.863	0.279	Valid
8	COR8	0,814	0.279	Valid
9	COR9	0.732	0.279	Valid
10	NL1	0.774	0.279	Valid
11	NL2	0.858	0.279	Valid
12	NL3	0.885	0.279	Valid
13	NL4	0.897	0.279	Valid
14	NL5	0.938	0.279	Valid
15	NL6	0.792	0.279	Valid
16	UID1	0.703	0.279	Valid
17	UID2	0.804	0.279	Valid
18	UID3	0.771	0.279	Valid
19	UID4	0.852	0.279	Valid
20	UID5	0.751	0.279	Valid
21	UID6	0.694	0.279	Valid
22	UID7	0.868	0.279	Valid
23	UID8	0.772	0.279	Valid
24	UID9	0.810	0.279	Valid
25	PE1	0.823	0.279	Valid
26	PE2	0.839	0.279	Valid
27	PE3	0.797	0.279	Valid
28	PE4	0.922	0.279	Valid
29	PE5	0.888	0.279	Valid
30	PE6	0.862	0.279	Valid

TABLE IV. RELIABILITY QUESTIONNAIRE TEST RESULT.

No.	Category	Cronbach's Alpha	N of items	Result
1	*Content, Organization and Readability*	**0.833**	30	realible
2	*Navigation and Links*	**0.770**	30	realible
3	*User Interface Design*	**0.815**	30	realible
4	*Performance and Effectiviness*	**0.767**	30	realible

Results of reliability testing can be seen from Table VII and unknown Cronbach's Alpha number for the **COR questionnaire is 0.833, the NL questionnaire is 0.770, the UID questionnaire is 0.815 and the PE questionnaire is 0.767**. So all these results of the 4 dimensions of Webuse are greater than the minimum value of Cronbach's Alpha (α) which is 0.70, therefore it can be concluded that the research instrument to be used is really reliable[11].

B. Website Evaluation Results

Solution design evaluation was carried out using the Webuse questionnaire which was distributed to 50 respondents from various professions with a range of 4 categories age conducted on 22 until 24 October 2021.

Based on the results of the evaluation conducted on website the Bandar Lampung City Government, it can be concluded that the Usability of the Website is currently at the "*Good*" level with value usability of 0.74 which means that users are satisfied with the use of the website but still necessary to improve the usability of the website.

IV. CONCLUTION

The final conclusion that can be drawn from the research conducted was the result obtained for the Webuse method for the ***Content, Organization & Readability*** category was 0.73 included in the ***"Good"*** usability level. The ***Navigation and Link*** category was 0.74 included in the ***"Good"*** usability level. The ***User Interface Design*** category was 0.76 included in the ***"Good"*** usability level. For the ***Performance and Effectiveness*** category was 0.73 and include in the ***"Good"*** usability level.

In spite of showing great outcomes, this review is as yet trying and to work on the convenience of the site. This is valuable so the site turns out to be not difficult to utilize and expands client fulfillment. Aside from the things that should be fixed, the site https://bandarlampungkota.go.id has something interesting. Among other writing styles are simple and easy to follow.

For further research on the same topic, the author suggests taking samples from all possible users, not just the general public, because it can maximize the evaluation carried out. In addition, in further research, the researcher suggests using other guidebooks such as the *Usability Guidelines for Accessible Web Design* so that the usability of a website can be improved better[12].

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