

The Evaluation of Usability and Website Development using Cognitive Walkthrough, Performance Measurement, and System Usability Scale

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ABSTRACT

The website of Social Affairs, Empowerment, and Child Protection in Bali is one of the information media used to fulfill one of the Service's requirements in implementing the Law on Public Information Disclosure. The initial observation results showed that there has never been a usability evaluation related to the website. In addition to this, according to an initial survey of 55 respondents from the general public and service information technology staff, the results obtained were (1) 69% of respondents stated that the website for the Office of Social Affairs, Women's Empowerment and Child Protection of the Province of Bali had an unattractive appearance, (2) as many as 67% of respondents stated that the website was still not good at placing and writing menus, (3) 67% of respondents stated that the website could not provide comfort when browsing, and (4) 95% of respondents stated that the display and contents of website content were still lacking and need to be developed. Based on the results of the interviews and surveys conducted, it is necessary to carry out an evaluation to find out more about the development of the website for the Bali Provincial Office of Social Affairs, Women's Empowerment and Child Protection. Therefore an evaluation was carried out on the website of Social Affairs, Women's Empowerment, and Child Protection of Bali using the Cognitive Walkthrough, Performance Measurement, and System Usability Scale (SUS) evaluation techniques. The research resulted in the following conclusions. (1) The website development for the Provincial Office of Social Affairs, Women's Empowerment, and Child Protection uses the Incremental method to produce a website with a more dynamic and modern appearance but still minimalist so that it does not interfere with the view of the website visitors and remains focused on content so that it is comfortable to view and read. (2) The performance measurement method evaluation results showed that the website is included in the effective and efficient category. The results showed that the working time for the beginner and the proficient group was short, the average for the proficient group was 17.4 seconds, and the beginner was 17.56 seconds. (3) Recommendations from the results of the usability evaluation of the Bali Provincial Office of Social Affairs, Women's Empowerment, and Child Protection using the Cognitive Walkthrough method are included in the successful category. Research showed that 100% of respondents completed the task scenario perfectly without any failures or errors. (4) Satisfaction of website users, when evaluated using the SUS method, gets an average score of 92.36 which is above the standard score of 68, so it can be concluded that respondents are very satisfied using the website for Social Affairs, Women's Empowerment and Child Protection of the Bali Province.

Keywords: The Office of Social Affairs, usability evaluation, Cognitive Walkthrough, Incremental, Performance Measurement, System Usability Scale (SUS)

1. INTRODUCTION

Improving the quality of workers in this period has been influenced by technological developments. Public information disclosure is an important aspect of implementing democracy in Indonesia. One of these manifestations is the fulfillment of everyone's right to public information, as stated in Article 28F of the 1945 Constitution. Obtaining information about government performance is one of the rights obtained by the people as a manifestation of the government's responsibility to the people; providing information to the public reflects good governance. The Office of Social Affairs, Women's Empowerment, and Child Protection of the Bali Province is one of the government administrators which consists of several fields, including the Secretariat, Social Protection and Security Sector, Empowerment and Handling of the Poor, Social Rehabilitation Sector, Empowerment and Protection of Women's Rights Sector, the Child Protection Division and the Regional Technical Implementation Unit. With so many of these

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fields, many programs are implemented for the community, especially those related to social welfare providers and the protection of children and women, to socialize these programs and as a form of public information disclosure. There is already a media website for the Office of Social Affairs, Women's Empowerment and Child Protection of the Bali Province at <https://dissosp3a.baliprov.go.id/>.

Based on interviews with the Information Technology (IT) Team for the Office of Social Affairs, Women's Empowerment, and Child Protection in the Bali Province, some data/information was obtained. No research or written statement has stated that the website used has not been tested for usability since 2016. In addition, the IT Team also found problems in using the website related to the interface, namely, 1) the system appearance was still unattractive, 2) the Menu display was inconsistent, and 3) The website was not yet mobile-friendly. Interviews were also conducted with 5 people using the website. Based on the interview results, 3 people stated that the website's appearance was not attractive, so further development was needed. Meanwhile, based on the survey results conducted on 55 website users, it was found (1) 69% of respondents stated that the website had an unattractive appearance, (2) 67% of respondents stated the website was still not good at placing and writing menus, (3) 67% of respondents stated the website was not yet able to provide comfort when browsing, and (4) 95% of respondents stated the website's appearance and contents were still lacking and needed to be developed. Based on the interviews and survey results, evaluating to find out more about the website development for the Bali Provincial Office of Social Affairs, Women's Empowerment, and Child Protection is necessary.

According to Strak & Thomas in Widoyoko (2018), evaluation is a process of sorting, compiling, elaborating, and presenting information as a reference in making considerations and taking the next stage. A system must show its benefits or usefulness to answer the current problem. Does the system suit the user's wishes, and is it easy for the user to use it so that it creates a different user experience? In this case, the user experience can be done through usability testing. Usability is a quality measure of the user experience when interacting with products or systems, whether websites, software applications, mobile technology, or other equipment users operate (Nielsen, 1993). Compared to other testing methods, usability is the best way to find out the real user experience by looking at the processes carried out when they try to use a website or an application. (Babich, 2017)

Based on the explanation conveyed, usability is very important to measure the convenience level of respondents in using a website. In this evaluation, the cognitive Walkthrough, performance measurement, and system usability scale (SUS) methods were used to represent the usability method: inspection, testing, and inquiry. Cognitive walkthrough and performance measurement are used to obtain quantitative and qualitative data results, while the System Usability Scale (SUS) measures user satisfaction.

Cognitive Walkthrough is a technique that consists of preparation and execution stages (Raharjo et al., 2016). The preparation stage includes determining and studying the system to be used and determining the respondents, and after that compiling the task, while the execution stage is the process of evaluating and recording all activities carried out. According to Lewis, a cognitive walkthrough is one of the usability evaluation methods in which one or more evaluators work with a series of task scenarios and ask several questions from the user's perspective (Bligård & Osvalder, 2013). In the cognitive walkthrough method, a sequence is carried out by referring to the interface required by the user to obtain certain goals. Cognitive Walkthrough is a theory-based method in which the evaluator is tasked with evaluating each step needed to carry out scenario-based tasks and looking for usability problems that will interfere with exploratory learning (Hwang & Salvendy, 2010). Meanwhile, Performance Measurement is a quantitative technique for assessing user performance at the evaluation stage. This technique is carried out by giving assignments to users to see the efficiency and effectiveness level of the system being evaluated.

The System Usability Scale (SUS) method was invented in 1986 by John Brooke. The System Usability Scale questionnaire aims to provide an overview of the user's subjective perception of the software's usability level and with a questionnaire. Users only need to take a little bit of time to fill out this questionnaire because it can be filled in a short time. The System Usability Scale (SUS) method has the advantage of providing a single score that ranges from 0 to 100. Thus, it is easy to communicate the results even to non-experts in the field. In addition, the System Usability Scale can be used with a small sample but obtain valid, reliable, and effective results and can distinguish between usable and unusable systems. Based on these advantages, the System Usability Scale questionnaire method will be used to measure user satisfaction responses on the Social Affairs, Women's Empowerment, and Child Protection website. The questionnaire is conducted by asking 10 questions that have been translated into Indonesian. In this research, the development stage used is the incremental development model. Using the incremental model can minimize the risk of defects during the development process. Each released system is evaluated in stages (Fanani,

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2018). Developing the Bali Provincial Office of Social Service, Women's Empowerment, and Child Protection, which was carried out in stages based on the user evaluation results became the basis for using the incremental model in this study. Based on the exposure in this study, an initial evaluation was carried out on the previous website. The Cognitive Walkthrough, Performance Measurement, and System Usability Scale (SUS) evaluation techniques were used in the evaluation of the Office of Social Affairs, Women's Empowerment, and Child Protection in Bali.

The objectives expected from this research are as follows. (1) Use the incremental model to develop the website for the Office of Social Affairs, Women's Empowerment, and Child Protection for the Bali Province. (2) To determine the effectiveness and efficiency of the development results of the Office of Social Affairs, Women's Empowerment, and Child Protection in Bali using the Performance Measurement Method. (3) To find out the recommendations on the Usability evaluation results for the development of the Bali Provincial Office of Social Services, Women's Empowerment, and Child Protection using the Cognitive Walkthrough Method. (4) To find out user satisfaction with the results of the development of the Bali Provincial Office of Social Service, Women's Empowerment, and Child Protection using the System Usability Scale (SUS) Method.

2. LITERATURE REVIEW

Arga Kusumah (2019), in his research entitled Evaluation of Usability on the XYZ E-commerce Website, states that using the usability aspect evaluation method can maintain and increase the achievements of XYZ e-commerce. In this research, the recommendations made are improvements related to the XYZ e-commerce website. Usability problems that arise from cognitive walkthrough evaluations are used as a basis for drawing recommendations. The recommendations are in the form of user interface design improvements and system improvements. Recommendations for improving the user interface design are given to problems related to the user interface, while recommendations for system improvements are given to problems related to the functionality of the XYZ e-commerce website.

Sadnyana (2017), in his research entitled "Usability Evaluation of Informatics Engineering Education Internship Information System at Ganesha University of Education with the Usability Testing Method," states that System Usability Scale (SUS) can be used to measure user satisfaction. This study aimed to determine how to evaluate the Informatics Engineering Education Internship Information System's usefulness, effectiveness, efficiency, and user satisfaction in using the Informatics Engineering Education Internship Information System. This study used the usability testing method with a sample of 6 students and lecturers of Informatics Engineering Education. Data collection used Performance Measurement and Retrospective Think Aloud (RTA) techniques. With this technique, quantitative and qualitative data results will be sought. This study also used the System Usability Scale (SUS) questionnaire to measure user satisfaction. The study results obtained 1. Information Systems for Informatics Engineering Education Internships are still ineffective because there are errors made by student or lecturer respondents in carrying out the assignments given. 2. Informatics Engineering Education Internship Information System, there is no significant difference seen from the results of calculating the time for carrying out tasks between beginner and proficient respondents. It means that the Informatics Engineering Education Prakerin Information System can be said to be efficient. 3. Regarding user satisfaction, the Informatics Engineering Education Internship Information system still needs to be improved. From the recapitulation results of the SUS questionnaire, which can be calculated using the comparison of the Mann-Whitney U-Test, the results for student respondents were 62.08 and lecturer respondents 60.42. By producing data smaller than 68 respondents, it can be said that they are not satisfied (Sadnyana, 2017).

Pandusarani, Brata, and Jonemaro's (2018) research entitled "User Experience Analysis in the CS: GO game" states that the use of the Cognitive Walkthrough and the Heuristic Evaluation Method can be used to find several problems in the CS: GO Game. Pro-player respondents had a problem with the command console, which was caused by the respondent's need to memorize the command they wanted to use. This led to a recommendation for a new view that explained the purpose and clarity of writing the command. Meanwhile, newbies respondents had problems due to their lack of experience with the CS: GO Game.

The research entitled "Perbandingan Metode Evaluasi Usability antara Heuristic Evaluation dan Cognitive Walkthrough" evaluate the usability of the web-based SIMRS Del Egov Center. In this study, it was possible to find problems on the SIMRS website where the comparison results showed that mapping with aspects of usability problems was found for the first comparison aspect. Evaluation using the Heuristic Evaluation method is better in efficiency, memorability, and satisfaction while using the Cognitive Walkthrough method can find more usability problems: learnability and error (Ginting et al., 2021).

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3. METHOD

The following is a research framework that was carried out and then presented in **Figure 1** below:

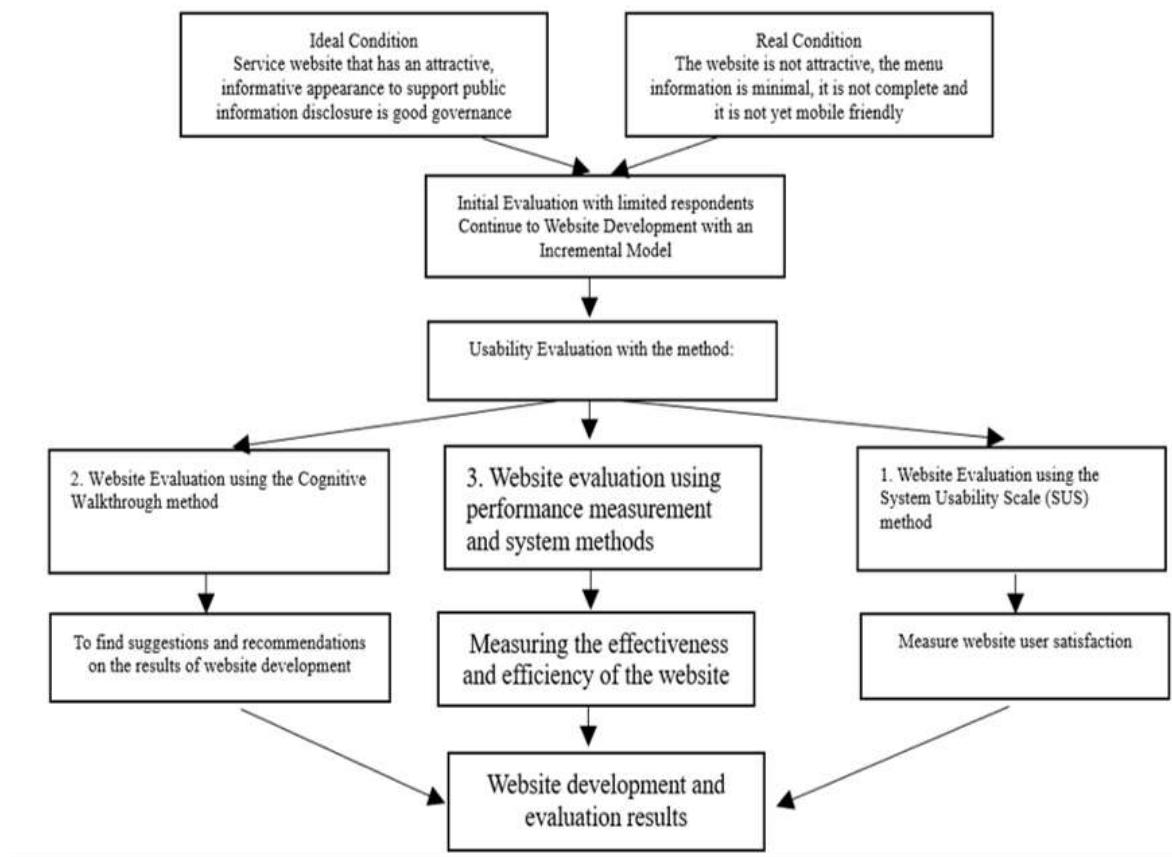


Figure 1. Research framework
Source: Researcher Data (2022)

The above framework can be explained as follows: 1. The Problems in this stage are the initial stage behind which this research was carried out, where a problem was found that there had been no research or written statement stating that the website used had not been tested for usability since 2016, the website appearance less interesting and little content. 2. After the initial analysis, a Literature Study is carried out. Literature Study is the process of searching and collecting various references in the literature and literature on previous research related to this research so that it has a theoretical basis regarding website development and the methods used. 3. Data Collection in addition to data collection through literature studies, interviews, observations, and field documentation studies for website users and services for the Office of Social Affairs, Women's Empowerment, and Child Protection in the Bali Province 4. First evaluation at this stage, the researcher conducted an initial evaluation using the Cognitive Walkthrough, Performance Measurement, and System Usability Scale (SUS) evaluation techniques which are used in the evaluation of the Office of Social Affairs, Women's Empowerment and Child Protection in Bali. 5. Development Process Based on the results of the first evaluation followed by website development based on the analysis of the results of the first evaluation. 6. After developing the website, an evaluation was carried out using the Cognitive Walkthrough, Performance Measurement, and System Usability Scale (SUS) for the Office of Social Affairs, Women's Empowerment and Child

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Protection of the Bali Province. 7. Results and Conclusions refer to the evaluation results after the development, the result data and recommendations for the development of Office of Social Affairs, Women's Empowerment and Child Protection were obtained.

Performance Measurement Data Analysis Techniques

Testing with performance measurement techniques produces data on respondents' success level in working on task scenarios as well as data on the speed of time used when working on the task scenario. *Processing and Analysis of Effectiveness* Processing and Analysis Effectiveness are measured based on the average percentage of all test respondents' success on all types of website users that have been determined, namely 20 respondents. Effectiveness is measured based on the average percentage of all test respondents' success on all website users. Performance measurement is calculated using the completion rate equation (1).

$$\text{Success Percentage} = \frac{\text{number of completed tasks}}{\text{total number of tasks}} \times 100\%$$

Then the average percentage of successful respondents result in completing the task scenario is interpreted based on the 1991 Ministry of Home Affairs Research and Development Reference Standards (Ayu, 2017), as shown in Table

Table 1 R&D Reference Standards for Ministry of Home Affairs in 1991

No	Effectiveness Ratio	Achievement Level
1	<40%	Extremely Ineffective
2	40% - 59,99%	Ineffective
3	60% - 79,99%	Effective Enough
4	≥80%	Extremely Effective

After the average percentage of respondents' success for each type of user is obtained, then to determine the effectiveness level of using the website is seen based on the average percentage of respondents as a whole from all the user types. The data obtained through the Performance Measurement technique will later be analyzed using the Mann-Whitney U Test statistic. The Mann-Whitney U Test was used to compare the working time of the respondents in the first and the second experiment. This method was chosen because of some literature with the same research objectives using data processing with this test. This technique can be used to obtain quantitative data regarding the performance of test takers when carrying out usability testing tasks. Quantitative data is beneficial in conducting comparative testing of processing time to see efficiency and comparing the number of errors to see the effectiveness. 2. Cognitive Walkthrough Data Analysis Techniques In the Cognitive Walkthrough test is carried out by preparing task scenarios which are then converted into work stages that respondents must carry out. The task scenario is determined based on the features available on the Social Affairs website, Women's Empowerment, and Child Protection in Bali. 3. System Usability Scale (SUS) data analysis techniques. Data analysis techniques with the System Usability Scale (SUS) are carried out by filling out questionnaires. A filling questionnaire was carried out after the user accessed the Bali Province website on the Office of Social Affairs, Women's Empowerment, and Child Protection: <https://dissosp3a.baliprov.go.id/>. Filling out the questionnaire was done using the Google form.

4. RESULT

The website development results for the Office of Social Affairs, Women's Empowerment, and Child Protection can be seen from the completely changed layout on the homepage; before the website layout development, displaying an image in a moving slider with a larger size than after developing the layout. Abdul Naser (2018) states that the layout concept is an arrangement of text and photos. The website layout is the arrangement of the website page elements; with a good layout, the page will be good. In developing this website, website pages are made dynamic, with a modern appearance but still minimalist, so that they do not interfere with the view of website visitors and stay focused on the content so that it is comfortable to see and read. Display of development results is presented in Table 2 below.

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Table 2. Comparison of Website Development Results

No	Initial View	After Development	information
1			In the initial view, the information displayed is minimal and there is no menu that can be accessed except the top menu. After development, this page contains information about service activities, videos of service activities, and links related to district/city social service websites.
2			Profile of the Social Protection and Security Section, on the start page, this menu is still empty without containing any information. After the development contains information about the activities carried out in this field.
3			The initial appearance of the menu for empowering and protecting women's rights contains only one image, after being developed it is filled with news information about work programs in the field of empowerment and protection of women's rights
4	etc	etc	etc

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Performance Measurement Test Results

Testing using the Performance Measurement method involving 30 respondents consisting of 10 proficient and 20 beginner respondents. In this method, respondents carry out task scenarios using a trial-and-error approach. Respondents described cognitive simulations while performing certain tasks. The Performance Measurement method is used to test the effectiveness and efficiency of the Office of Social Affairs, Women's Empowerment, and Child Protection website. The results of testing the Performance Measurement task scenario can be seen in Table 3.

Table 3. Performance Measurement Test Results

Code	T1	T2	T3	T4	T5	Total Seconds	Mean
PM1	10	9	25	24	13	81	16,2
PM2	7	10	29	29	26	101	20,2
PM3	8	8	25	24	10	75	15
PM4	10	12	24	27	18	91	18,2
PM5	12	10	26	29	22	99	19,8
PM6	17	18	26	26	12	99	19,8
PM7	10	8	45	27	12	102	20,4
PM8	7	9	50	20	10	96	19,2
PM9	5	10	40	20	12	87	17,4
PM10	5	6	10	10	8	39	7,8
Proficient Mean	9,1	10	30	23,6	14,3	87	17,4
Proficient Max	17	18	50	29	26	102	
Proficient Min	5	6	10	10	8	39	
PM11	8	10	50	30	20	118	23,6
PM12	8	12	26	25	20	91	18,2
PM13	7	12	20	24	15	78	15,6
PM14	8	6	10	10	20	54	10,8
PM15	9	10	25	30	13	87	17,4
PM16	11	10	40	10	10	81	16,2
PM17	10	8	36	26	10	90	18
PM18	10	8	30	20	10	78	15,6
PM19	10	10	28	25	10	83	16,6
PM20	8	20	39	10	8	85	17
PM21	9	10	40	20	10	89	17,8
PM22	9	10	25	20	25	89	17,8
PM23	10	10	30	26	20	96	19,2
PM24	12	9	33	20	10	84	16,8
PM25	12	10	36	30	20	108	21,6
PM26	10	11	29	25	20	95	19
PM27	18	10	40	20	12	100	20
PM28	7	8	33	22	20	90	18
PM29	9	7	28	26	10	80	16
PM30	8	9	27	24	12	80	16
BEGINNER MEAN	9,65	10,00	31,25	22,15	14,75	87,80	17,56
BEGINNER MAX TIME	18	20	50	30	25	118	23,6
BEGINNER MIN TIME	7	6	10	10	8	54	10,8

In testing using this method, the website is included in the efficient category, this can be seen from the working time for the beginner and the proficient group is concise; the average for the proficient group is 17.4 seconds, and the average for the beginner group was 17.56 seconds. The fastest response time for the proficient group was found in task scenario 1 (one), namely when accessing a website address with a time of 5 seconds or a difference of 2

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seconds from the beginner group, namely 7 seconds, while the scenario for task 2 was seeking information about activities in the field of protection and guarantees. In a social family, the minimum time obtained is the same as 6 seconds between the beginner and proficient groups; there is no minimum time difference. It can also be a reference if the website is efficient. The website is also effective. Because all of the task scenarios given to beginner and proficient respondents failed or had errors, recapitulation of the Performance Measurement task scenario completion can be seen in Table 4.

Table 4. Recapitulation of the Performance Measurement task scenario completion

Task Number	Total Respondent	Number of Errors	Percentage of Number of Errors
1	10	0	0,00%
2	10	0	0,00%
3	10	0	0,00%
4	10	0	0,00%
5	10	0	0,00%
Proficient's Average Percentage of Failures			0,00%
1	20	0	0,00%
2	20	0	0,00%
3	20	0	0,00%
4	20	0	0,00%
5	20	0	0,00%
Beginner's Average Percentage of Failures			0,00%

Cognitive Walkthrough Results

To obtain recommendations from the website development for the social affairs, women's empowerment and child protection in the Bali province was conducted by analyzing the use of the Cognitive Walkthrough technique. This technique is carried out by calculating the time from completing assignments to 30 respondents. T1 to T5 are scenarios of tasks performed by respondents. The execution of each task by each respondent was calculated based on the processing time using seconds by analyzing the respondent's usability testing video recording.

Table 5. Table of processing time for each respondent

Respondent	T1	T2	T3	T4	T5	Total Seconds	Mean
CW1	7	8	10	26	11	62	12,4
CW2	10	9	11	28	12	70	14
CW3	9	9	10	24	10	62	12,4
CW4	20	15	20	28	18	101	20,2
CW5	15	17	12	29	22	95	19
CW6	12	18	12	26	12	80	16
CW7	7	8	11	27	12	65	13
CW8	7	9	10	20	10	56	11,2
CW9	9	10	18	30	20	87	17,4
CW10	10	12	10	25	20	77	15,4
CW11	12	10	10	20	12	64	12,8
CW12	8	8	20	22	20	78	15,6
CW13	9	12	21	24	15	81	16,2
CW14	6	6	5	10	20	47	9,4
CW15	8	10	20	30	13	81	16,2
CW16	10	10	8	10	10	48	9,6
CW17	8	8	10	26	10	62	12,4

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Respondent	T1	T2	T3	T4	T5	Total Seconds	Mean
CW18	6	8	9	20	10	53	10,6
CW19	7	10	10	25	10	62	12,4
CW20	25	20	10	10	8	73	14,6
CW21	8	10	12	20	10	60	12
CW22	15	10	11	20	25	81	16,2
CW23	12	10	12	26	20	80	16
CW24	7	9	10	20	10	56	11,2
CW25	9	10	18	30	20	87	17,4
CW26	10	11	10	25	20	76	15,2
CW27	12	10	13	20	12	67	13,4
CW28	8	8	20	22	20	78	15,6
CW29	8	7	9	26	10	60	12
CW30	10	9	11	24	12	66	13,2
MEAN	10,13	10,37	12,43	23,10	14,47		14,10
MAX TIME	25	20	21	30	25		
MIN TIME	6	6	5	10	8		

The results of recording the time for completing the task according to the Table above show that all respondents succeeded in carrying out the given task scenario, with an average processing time of 14.10 seconds. The maximum time for working on scenarios is in task 3, which is to search for news about the Hopeful Family program by filling in the keywords of the Hopeful Family Program in the search menu with a total time of 30 seconds to complete the scenario. Meanwhile, the shortest time to work on the scenario is in task 3, with an acquisition time of 3 seconds. After obtaining Cognitive Walkthrough data from 30 respondents, the analysis and measurement of the website's effectiveness were carried out by looking at the failures (errors) that occurred when the respondents carried out their task completion; according to Table 5 the percentage of errors obtained in scenario work was 0% so that it could be concluded that the website of the Social Affairs, Women's Empowerment, and Child Protection in the Bali Province met the effective category has completed after developing the website in terms of appearance and content, even though 30 respondents succeeded in carrying out the task scenario 100%. Based on the respondent's analysis, there are also problems when accessing the website, such as navigation or download buttons that are too small and slow access to the social assistance menu. For problems and recommendations from respondents can be seen in Table 6.

Table 6. Conclusion Data and Respondents' Suggestions

Code	Problem	Recommendation
CW1		
CW2		
CW3		
CW4	Download Too Small	Small Download Button
CW5		Search is ok
CW6		
CW7		
CW8	slow access to social assistance reports	Social assistance reports can be accessed more quickly
CW9		
CW10		
CW11		
CW12		
CW13		
CW14		
CW15		

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Code	Problem	Recommendation
CW16		
CW17		
CW18		
CW19		
CW20		
CW21		
CW22		
CW23	document downloads	Make the download button bigger
CW24		
CW25	document downloads	Make the download button bigger
CW26		
CW27		News content is good, improved again.
CW28		
CW29		
CW30	social assistance data	The recipient Name of the social assistance is displayed

Based on Table 6. of the 30 respondents all succeeded in working on the given scenario. 7 respondents provided input according to table 6 and 23 respondents did not provide any input. Recommendations for repairing the download button to make it bigger to the highest number of recommendations from respondents are based on an analysis of the recommendations given by respondents. In addition to this, access the social assistance data menu so that it can display the names of existing social assistance recipients.

System Usability Scale (SUS) Results

Respondents who participated in filling out the System Usability Scale (SUS) questionnaire on website users for the Social Affairs, Women's Empowerment, and Child Protection in Bali totaled 361 respondents. The System Usability Scale (SUS) consists of 10 questions. 361 respondents filled out the SUS questionnaire after interacting with the Social Social Affairs, Women's Empowerment and Child Protection of the Bali Province website with the address <https://dissosp3a.baliprov.go.id/>. The results of the score data for filling out the questionnaire by these respondents were used to measure user satisfaction levels after the website developed design and contents. The results of filling out the System Usability Scale (SUS) Questionnaire can be seen in Table 7

Table 7 The results of filling out the System Usability Scale (SUS) questionnaire

No	RESPONDENT	ORIGINAL SCORE										COUNTABLE SCORES										TOTAL	SCORE
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10		
1	Ade Irma Fitriyaningsih	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
2	Kadek Ayu Ningsih	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
3	Putu Agus Sudiarmika	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
4	Putu Yasila Wati	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
5	Cristien Ary Widhiyaningsih	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
6	Ni Luh Sriasih	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
7	Jedi	5	1	5	1	5	1	5	1	3	1	4	4	4	4	4	4	4	4	2	4	3	95
8	I Komang Sila	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
9	Ida Ayu Kristy Ananda Sari	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
10	Ni Made Krisnamurti Udayani,S.Pd	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
11	Luh Gede Rini Puspita,S.Km.	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
12	Ni Kadek Suci Juni Antari	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100

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No	RESPONDENT	ORIGINAL SCORE										COUNTABLE SCORES										TOTAL	SCORE
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10		
13	Trisna Agustina	5	1	5	2	5	1	5	1	5	3	4	4	4	3	4	4	4	4	4	2	3	93
14	I Kadek Agus Darma Putra	5	5	5	5	5	5	5	5	5	5	4	0	4	0	4	0	4	0	4	0	2	50
15	I Gede Cakra Yuda Megantara	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
16	Ni Wayan Utari Manik	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
17	I Wayan Sumada Wardana	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
18	Redite Nyoman	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
19	Ni Made Sumiartini	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
20	Ni Made Wulan Tisandi, S.S.,S.Pd.	4	1	5	1	5	1	5	1	5	5	3	4	4	4	4	4	4	4	4	0	3	88
21	Ni Wayan Eka Prasetyawati	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
22	Gusti Agung Komang Alit Sanjaya	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
23	I Wayan Dedi Suryadi	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
24	Dra. Ida I Dewa Ayu Putu Putri Bali	5	1	5	2	5	1	4	1	3	5	4	4	4	3	4	4	3	4	2	0	3	80
25	I Putu Heri Dianandika	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
26	Ricka S	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
27	Ni Wayan Indrayanti	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
28	Wiryawan	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
29	Dewa Ayu Putu Sapilarianti	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
30	Gusti Ketut Suryaningsih	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	4	100
38	Dst.....																						
RESPONDENT AVERAGE																							92,36

The 361 respondents above are from the general public and PKH Human Resources (HR) and Social Service HR in all of Bali province. The average score obtained after processing the assessment score from the respondents was an average value of 92.36. From the score obtained, it can be concluded that after developing the website's appearance and content, the website of the Social Affairs, Women's Empowerment, and Child Protection of the Bali Province is in the adjective rating category, including the best imaginable. In addition, the average value indicates above the standard score of 68, so it can be concluded that the respondents were very satisfied using the website for the Office of Social Affairs, Women's Empowerment, and Child Protection of the Bali Province.

5. CONCLUSION

the website for the Office of Social Affairs, Women's Empowerment, and Child Protection of the Bali Province is an information media facility owned by the agency. The results of website development using the Incremental method show a more dynamic website appearance, with a modern but still minimalist so that it does not interfere with the view of website visitors and remains focused on the content that is comfortable to see and read. Evaluation using the performance measurement method shows website results in the effective and efficient categories. It is likely efficient because the average difference between proficient and beginner respondents is slightly adrift, namely proficient respondents 17.4 seconds and an average beginner group of 17.56 seconds, while the effective category is because all respondents succeeded in working out the existing scenarios. Recommendations from the usability evaluation result Office of Social Affairs, Women's Empowerment, and Child Protection of the Bali Province using the Cognitive Walkthrough method are included in the successful category. Research shows that 100% of respondents completed the task scenario perfectly without any failures or errors. Website user satisfaction was evaluated using the SUS method to get an average score of 92.36 which is above the standard score of 68, so it can be concluded that respondents were very satisfied with using the website for the Office of Social Affairs, Women's Empowerment and Child Protection of the Bali Province.

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