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Usability Evaluation of the SiCanTiK E-Learning Platform Using SUS and USE Questionnaire Methods

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ABSTRACT

The rapid advancement of information technology has significantly influenced the education sector, prompting schools to adopt digital platforms for learning. SMKN 3 Kota Kediri developed an e-learning system called SiCantik (Sistem Informasi Canggih Terintegrasi dan Kolaboratif) to support online learning activities. However, users have reported various usability issues, such as difficulty in navigating the interface and accessing content, which may hinder the effectiveness of the learning process. This study aims to evaluate the usability of the SiCantik platform using two established instruments: the System Usability Scale (SUS) and the USE Questionnaire. Employing a descriptive quantitative approach, data were collected from 100 active users through online questionnaires. Instrument validity and reliability tests were conducted to ensure data quality. The SUS method yielded an average score of 61.8, categorized as "Poor" and "Marginally Acceptable." In contrast, the USE Questionnaire indicated an overall usability score of 65.5%, categorized as "Feasible." Among the four dimensions assessed, "Ease of Use" scored highest at 68.5%, while "Ease of Learning" scored lowest at 63.2%, highlighting users' challenges in mastering the system without guidance. These findings suggest that while the platform is generally usable, improvements are needed in user support and interface intuitiveness. This study contributes to the growing body of usability research by demonstrating how combining SUS and USE methods can offer a more comprehensive evaluation of user experience, particularly in vocational e-learning environments.

Keywords: Usability Evaluation, E-Learning System, System Usability Scale, USE Questionnaire, SiCantik Platform.

INTRODUCTION

The development of information technology has had a significant impact across various sectors, including the field of education. Digital transformation has encouraged educational institutions to adopt technology-based learning systems to enhance the effectiveness and efficiency of the teaching and learning process. One form of this technological implementation is e-learning, which is a learning method that utilizes digital devices and internet networks for delivering educational content (Hadi et al., 2018; Sasongko et al., 2018). E-learning offers flexibility in accessing learning materials without time and location constraints, making it an adaptive solution to modern learning challenges (Fitriastuti et al., 2024).

SMKN 3 Kota Kediri is one such educational institution that has implemented an e-learning system through a platform called SiCanTiK (Sistem Informasi Canggih Terintegrasi dan Kolaboratif / Advanced Integrated and Collaborative Information System). This platform was developed as an online learning tool expected to support academic activities optimally. However, in its implementation, SiCanTiK still faces several challenges, particularly in terms of usability. Several features have been reported to malfunction inconsistently, such as difficulties in playing learning videos or participating in online discussions (Salim et al., 2022). These issues highlight the importance of evaluating the system from the users' perspective, as poor user experience can reduce satisfaction and learning effectiveness, and may negatively impact the institution's reputation (Sucipto et al., 2023; Yoga Pudya Ardhana, 2022).

Usability is a crucial aspect in the development of web-based information systems. Jakob Nielsen (1993) defines usability as the extent to which a system can be used by specific users to achieve specified goals effectively, efficiently, and satisfactorily (Karista Kafka & Badrul, 2024). Usability includes five key attributes: learnability, efficiency, memorability, error handling, and satisfaction. Evaluating usability is essential to ensure that a system not only functions technically but also meets the expectations and needs of end users (Galuh Sembodo et al., 2021; Huda et al., 2023). In this context, the present study aims to analyze the usability level of the SiCanTiK platform at SMKN 3 Kota Kediri using two evaluative instruments: the System Usability Scale (SUS) and the USE Questionnaire. The SUS

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method is used to obtain a general overview of user perceptions of the system, while the USE Questionnaire assesses four important dimensions: usefulness, ease of use, ease of learning, and satisfaction (Pratama et al., 2024; Walhidayah et al., 2022).

Unlike previous studies, this research specifically evaluates a web-based vocational school platform using a combined approach of the SUS and USE methods in a single integrated study. This combined evaluation strategy has rarely been applied in the context of vocational education, making it a valuable effort to provide a more comprehensive understanding of user perceptions and usability issues. The findings are expected not only to enrich the academic literature but also to offer practical insights for enhancing the responsiveness of educational information systems to user needs at the secondary school level.

This study focuses on the usability aspect from the end-user perspective and does not include evaluations of the platform's technical architecture or system security. Data were collected through questionnaires distributed to active users of SiCanTiK and analyzed quantitatively. This study seeks to contribute to the development of web-based educational information systems by enriching the literature related to usability evaluation using the SUS and USE approaches. Additionally, the findings are expected to serve as a foundation for policy development and quality improvement of e-learning services within SMKN 3 Kota Kediri.

LITERATURE REVIEW

Author	Year	Application	Method	Findings	Limitations
Felicia et al.	2023	Sambara	SUS and USE Questionnaire	SUS: 62.91 (“OK”), USE: 76.1% – system is generally usable	Did not explore the root causes of low usability scores or provide specific improvement suggestions
Karista & Badrul	2024	Hira HR Application	SUS and USE Questionnaire	SUS: 51.09 (low), USE: 91% (high) – indicates differing user perceptions	Did not relate usability results to actual system performance or user environment
Purnamasari et al.	2021	Google Classroom	SUS and USE Questionnaire	SUS: 72, USE: 84% – USE had higher reliability ($\alpha = 0.967$ vs. SUS = 0.634)	Lacked practical improvement recommendations and did not address the context of secondary education
Nur Kholifah et al.	2023	Himfo (UNSIKA)	SUS	SUS: 72.5 (“Good” but marginal) – suggested need for feature enhancements	Relied solely on SUS, lacking coverage of broader usability dimensions

METHOD

This study employs a descriptive quantitative approach with the aim of measuring the usability level of the SiCanTiK website (*Sistem Informasi Canggih Terintegrasi dan Kolaboratif*), which serves as an e-learning platform at SMKN 3 Kota Kediri. This approach was chosen to provide a numerical and objective overview of user perceptions regarding the ease of use, usefulness, satisfaction, and ease of learning in interacting with the system. The research flow can be seen in the following figure:

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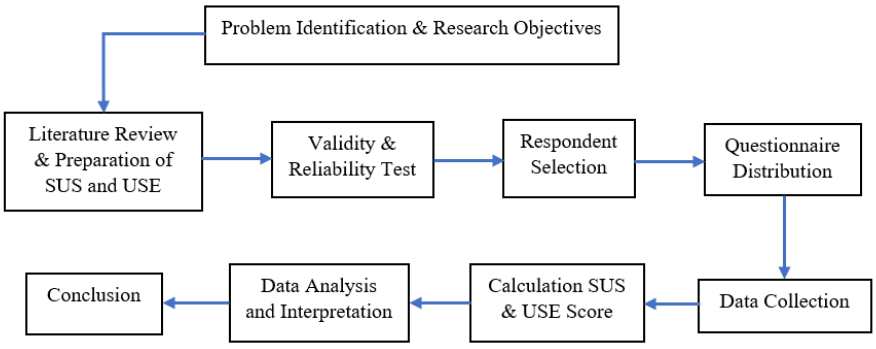

Fig. 1 Research Flow

The research procedure follows a structured and systematic process as illustrated in the flowchart. Each step is described in detail below:

Problem Identification and Research Objective

The initial step involves identifying the core problem related to the usability of the SiCanTiK website and formulating specific research objectives to guide the study.

Literature Review and Preparation of SUS and USE Questionnaire

A comprehensive review of relevant literature is conducted to support the theoretical framework. Concurrently, the SUS (System Usability Scale) and USE (Usefulness, Satisfaction, and Ease of Use) questionnaires are prepared as evaluation instruments.

Instrument Validity and Reliability Testing

Before being used in the main data collection, the questionnaire was first tested to assess its validity and reliability. The validity test aims to determine the extent to which the instrument is capable of measuring what it is intended to measure, while the reliability test is conducted to ensure the consistency of the instrument's results.

Respondent Selection

Participants are selected using purposive sampling, targeting teachers and students who actively use the SiCanTiK platform at SMKN 3 Kota Kediri. The required sample size can be calculated using the Slovin's formula. Therefore, the necessary sample size is 93, which is rounded up to 100.

Questionnaire Distribution

The validated questionnaires are distributed online using Google Forms to collect data efficiently and conveniently from the selected respondents.

Data Collection

Responses from the distributed questionnaires are gathered and compiled for further processing. The following are the questions from the SUS and USE Questionnaire methods used for data collection :

Table 1. SUS Questionnaire

No.	Question
1	I think SiCantik is easy to use.
2	I found SiCantik to be unnecessarily complex.
3	I think SiCantik is easy to learn.
4	I feel that I need technical support to use SiCantik.
5	I think the features in SiCantik are well integrated.
6	I found too much inconsistency in SiCantik.

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7	I believe most people would learn to use SiCantik quickly.
8	I found SiCantik difficult to use.
9	I felt confident using SiCantik.
10	I needed to learn a lot of things before I could get going with SiCantik.

Table 2. USE Questionnaire

No.	Question	Dimension
1	SiCantik helps me complete tasks more quickly.	Usefulness
2	SiCantik makes me more productive in learning.	
3	SiCantik is useful in my learning process.	
4	SiCantik is easy to use.	Ease of Use
5	I can quickly understand how to use SiCantik.	
6	The navigation in SiCantik is clear and easy to understand.	
7	The features in SiCantik are easy to understand.	Ease of Learning
8	I can remember how to use SiCantik without difficulty.	
9	I don't need much guidance to use SiCantik.	
10	I am satisfied with using SiCantik.	Satisfaction
11	I enjoy using SiCantik.	
12	SiCantik works well as I expected.	

Calculation of SUS and USE Scores

The data are then processed using standard scoring methods for the SUS and USE questionnaires to obtain usability scores.

System Usability Scale

SUS is a usability evaluation method consisting of 10 general statements that can be used to assess any system, including e-learning websites. rated on a 5-point Likert scale from 1 (Strongly Disagree) to 5 (Strongly Agree). The score is calculated as follows:

Table 3 SUS Scoring Table

Step	Description
1.	For odd-numbered items (1, 3, 5, 7, 9): → Subtract 1 from the user's response. Score = Response - 1
2.	For even-numbered items (2, 4, 6, 8, 10): → Subtract the user's response from 5. Score = 5 - Response
3.	Sum all adjusted scores from the 10 items.
4.	Multiply the total by 2.5 to convert it to a score out of 100. Final SUS Score = (Total Adjusted Score) × 2.5

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Table 4. 5 Point Likert Scale

1	Strongly Disagree
2	Disagree
3	Neutral
4	Agree
5	Strongly Agree

Based on these responses, an overall usability score is calculated using a specific formula defined by the SUS method.

USE Questionnaire

The USE Questionnaire is designed to evaluate usability based on four key aspects: Usefulness, Ease of Use, Ease of Learning, and User Satisfaction. Although the original instrument consists of 30 statement items, this study uses a shortened version with 12 items. Each item is rated using a 5-point Likert scale, similar to the SUS. Respondents are asked to answer all items based on their personal perceptions and experiences while using the SiCantik e-learning website.

Data Analysis and Interpretation

The scores are analyzed using descriptive statistics to interpret the overall usability level of the SiCanTiK website based on users' perceptions.

Conclusion

The final step involves drawing conclusions based on the data analysis and providing insights or recommendations for system improvement.

RESULT

This study aims to analyze the usability of the SiCantik E-Learning website at SMKN 3 Kota Kediri. Data was collected by distributing questionnaires via Google Forms to 100 respondents who use the website. This number of respondents is considered sufficient to support the hypothesis testing process in the study.

Validity Test

The validity test is conducted to determine the extent to which each questionnaire item is appropriate and relevant for collecting data from respondents. The research instrument tested consists of 10 statements from the SUS method and 12 statements from the USE Questionnaire method.

Table 5. SUS Validity Test

Item	r-Count	r-Table	Valid / Not Valid
P1	0.286	0.195	Valid
P2	0.305	0.195	Valid
P3	0.451	0.195	Valid
P4	0.496	0.195	Valid
P5	0.508	0.195	Valid
P6	0.319	0.195	Valid
P7	0.448	0.195	Valid
P8	0.385	0.195	Valid
P9	0.478	0.195	Valid
P10	0.533	0.195	Valid

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Table 6. USE Questionnaire Validity Test

Dimension	Item	r-Count	r-Table	Valid / Not Valid
Usefulness	P1	0.811	0.195	Valid
	P2	0.740	0.195	Valid
	P3	0.632	0.195	Valid
Ease of Use	P4	0.779	0.195	Valid
	P5	0.749	0.195	Valid
	P6	0.752	0.195	Valid
Ease of Learning	P7	0.664	0.195	Valid
	P8	0.664	0.195	Valid
	P9	0.394	0.195	Valid
Satisfaction	P10	0.746	0.195	Valid
	P11	0.797	0.195	Valid
	P12	0.759	0.195	Valid

Reliability Test

The reliability test aims to determine the extent to which an instrument can consistently and accurately collect data. In this study, reliability was tested using the Cronbach's Alpha method. According to the testing criteria, if the Cronbach's Alpha value exceeds 0.6, the instrument is considered to have good (consistent) reliability. However, if the value is below 0.6, the instrument is deemed unreliable.

Table 7
SUS Reliability Test

Reliability Statistic	
Cronbach'c Alpha	N of Item
0.478	10

The table presents the reliability test results of the System Usability Scale (SUS) instrument using the Cronbach's Alpha method. With a value of 0.478, the instrument's reliability is considered acceptable, as the value exceeds the threshold of 0.6.

Table 8
USE Questionnaire Reliability Test

Reliability Statistic	
Cronbach'c Alpha	N of Item
0.907	12

This high reliability score confirms that the USE Questionnaire is a strong and dependable instrument for consistently measuring users' perceptions of usability. No revision of the items is necessary, as there is no indication of inconsistency among the statements.

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SUS Test Results

The SUS method is carried out by collecting data through the distribution of a questionnaire using a Likert scale. Each respondent is asked to rate each statement on a scale from 1 to 5, where 1 indicates strong disagreement and 5 indicates strong agreement(Hidayat, 2022). The data processing is conducted with the help of Microsoft Excel.

Table 6. SUS Score

Question	Number Of Respondents	Average SUS Score
10	100	61,8

After calculating the usability level using the System Usability Scale (SUS) questionnaire, an average score of 61.8 was obtained. The interpretation of this result is then determined based on the decision scale shown in the following table.

Table 7. Grade Scale SUS

SUS Score	***Grade***	***Adjective***	***Acceptability***	***NPS***
84.1 – 100	A	*Best Imaginable*	*Acceptable*	*Promoter*
80.8 – 84.0	A-	*Excellent*	*Acceptable*	*Promoter*
78.9 – 80.7	B+	*Good*	*Acceptable*	*Promoter*
77.2 – 78.8	B	*Good*	*Acceptable*	*Promoter*
74.1 – 77.1	B-	*Good*	*Acceptable*	*Passive*
72.6 – 74.0	C+	*OK*	*Marginal*	*Passive*
70.1 – 72.5	C	*OK*	*Marginal*	*Passive*
65.0 – 70.0	C-	*OK*	*Marginal*	*Passive*
60.0 – 64.9	D	*Poor*	*Marginal*	*Detractor*
0 – 59.9	F	*Worst Imaginable*	*Not Acceptable*	*Detractor*

USE Questionnaire Test Results

The data processing using the USE Questionnaire method begins by grouping the statements into four main usability variables. These statements are classified into four dimensions: Usefulness (3 items), Ease of Use (3 items), Ease of Learning (3 items), and Satisfaction (3 items). The scores from each respondent are summed according to their respective variables. Next, the usability level is measured by comparing the total score obtained from the respondents' answers with the expected maximum score(Suri Talita & Umniati, 2023). The comparison results between the actual and expected scores for the four variables are presented in the following table :

Table 8 USE Questionnaire Score

No.	**Dimension**	**nbv**	**Maximum Score**	**Respondents Score**	**%**	**Average**
1	Usefulness	3	1500	1087	65,2	3,61
2	Ease of Use	3	1500	1124	68,5	3,74
3	Ease of Learning	3	1500	1061	63,2	3,53
4	Satisfaction	3	1500	1082	65,0	3,60
Total		**12**	**6000**	**4352**		
Average					**65,5**	**3,62**

The usability score using the USE Questionnaire method is calculated by grouping respondents' answers into four

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main variables: Usefulness, Ease of Use, Ease of Learning, and Satisfaction. Each variable is then compared to its expected score, which represents the maximum possible value. This expected score is obtained by multiplying the number of respondents, the number of valid items (nbv) for each variable, and the highest value on the Likert scale (typically 5). The resulting usability scores are expressed as percentages (%) and then converted into feasibility categories, as shown in the following table:

Table 9 Feasible Category

Precentage (%)	Category
81 - 100	Highly Feasible
61 - 80	Feasible
41 - 60	Fairly Feasible
21 - 40	Less Feasible
0 - 20	Not Feasible

DISCUSSIONS

The usability evaluation of the SiCantik E-Learning website at SMKN 3 Kota Kediri was conducted using two established methods: the System Usability Scale (SUS) and the USE Questionnaire. Both methods provided valuable insights into the user experience of the platform. Based on the SUS results, the average usability score was 61.8, which, according to the SUS grading scale, falls within the "D" grade category. This indicates that the system is marginally acceptable, with usability rated as "Poor." From this result, it can be concluded that although the website is usable, there are notable areas for improvement, particularly in simplifying user interaction and enhancing the overall interface design.

The results of the USE Questionnaire further support the SUS findings. The overall average score across the four key dimensions—Usefulness, Ease of Use, Ease of Learning, and Satisfaction—was 65.5%, which places the system in the "Feasible" category based on the feasibility classification. Among the four dimensions, *Ease of Use* received the highest score (68.5%), suggesting that users generally found the system easy to navigate. However, *Ease of Learning* received the lowest score (63.2%), indicating that some users may require additional guidance or time to fully understand how to use the website effectively.

The consistency between the SUS and USE results strengthens the reliability of the findings. Both methods indicate a moderately positive user experience but also highlight important usability challenges. These include improving onboarding or guidance for new users, minimizing complexity in system navigation, and increasing overall user satisfaction. These findings are in line with the study by Karista & Badrul (2024), where discrepancies between SUS and USE scores also revealed that a system may be perceived as useful but still difficult to operate. Similarly, the lower score in the *Ease of Learning* dimension echoes the results from Felicia et al. (2023), who found that technical functionality must be complemented by intuitive design to improve user satisfaction.

From a practical standpoint, these findings have several implications. Developers and stakeholders of the SiCantik platform should prioritize user-centered design improvements, such as simplifying menu structures, providing in-system tutorials or tooltips, and ensuring consistent performance of features like video playback or discussion forums. Additionally, iterative usability testing involving both teachers and students should be conducted after updates are made, to ensure that changes effectively address user needs. These practical steps are essential not only for improving the overall user experience but also for increasing adoption and satisfaction with the platform in the long term.

CONCLUSION

Based on the usability testing conducted using the System Usability Scale (SUS) and the USE Questionnaire, it can be concluded that the SiCantik E-Learning website at SMKN 3 Kota Kediri demonstrates an acceptable level of usability but still requires several improvements. The SUS method resulted in an average score of 61.8, which falls into the "Poor" category, indicating that the website's usability is marginal and may cause challenges for users in certain aspects. Meanwhile, the USE Questionnaire showed an overall usability percentage of 65.5%, placing the website in the "Feasible" category.

Among the four usability dimensions measured by the USE method, *Ease of Use* received the highest score, suggesting that users find the system relatively easy to operate. However, *Ease of Learning* received the lowest score,

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implying that new users may face difficulties in understanding how to use the website effectively without additional assistance. In conclusion, the SiCantik E-Learning website is functionally usable but still needs improvement, especially in simplifying the learning curve and enhancing user satisfaction. These findings are expected to provide valuable input for developers and stakeholders to improve the system's interface and user experience.

This study serves as an initial contribution to the evaluation of e-learning usability at the vocational school level using a combined approach of SUS and USE methods.
One limitation of this research is that it does not cover technical or performance aspects of the system, which should be addressed in future studies.

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