

**EVALUATION OF ALMA ATA UNIVERSITY LIBRARY WEBSITE
USING SYSTEM USABILITY SCALE AND SWOT ANALYSIS**

Thesis

Submitted to the Library Science Study Program, Faculty of Adab and Cultural Sciences, State Islamic University Sunan Kalijaga Yogyakarta to fulfill the requirements for obtaining a bachelor's degree in library science



By:

Nihayatul Lu'lu'in Nihlah

21101040059

**LIBRARY SCIENCE STUDY PROGRAM
FACULTY OF ADAB AND CULTURAL SCIENCES
SUNAN KALIJAGA STATE ISLAMIC UNIVERSITY
YOGYAKARTA**

2025

RATIFICATION SHEET



KEMENTERIAN AGAMA
UNIVERSITAS ISLAM NEGERI SUNAN KALIJAGA
FAKULTAS ADAB DAN ILMU BUDAYA
Jl. Marsda Adisucipto Telp. (0274) 513949 Fax. (0274) 552883 Yogyakarta 55281

PENGESAHAN TUGAS AKHIR

Nomor : B-210/Un.02/DA/PP.00.9/01/2025

Tugas Akhir dengan judul : Evaluation of Alma Ata University Library Website Using System Usability Scale and SWOT Analysis

yang dipersiapkan dan disusun oleh:

Nama : NIHAYATUL LU'LU'IN NIHLAH
Nomor Induk Mahasiswa : 21101040059
Telah diujikan pada : Rabu, 22 Januari 2025
Nilai ujian Tugas Akhir : A

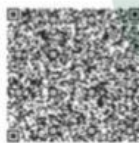
dinyatakan telah diterima oleh Fakultas Adab dan Ilmu Budaya UIN Sunan Kalijaga Yogyakarta

TIM UJIAN TUGAS AKHIR



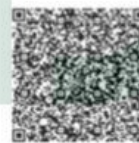
Ketua Sidang
Dr. Syifaun Nafisah, S.T., MT.
SIGNED

Valid ID: 679ade7764ef4



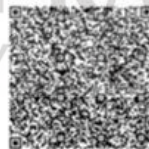
Penguji I
Muhammad Solihin Arianto, S.Ag., S.S.,
M.LIS.
SIGNED

Valid ID: 6799fab87ff2



Penguji II
Nur Riani, M.A.
SIGNED

Valid ID: 6799e23e018e5



Yogyakarta, 22 Januari 2025
UIN Sunan Kalijaga
Dekan Fakultas Adab dan Ilmu Budaya
Prof. Dr. Nurdin, S.Ag., S.S., M.A.
SIGNED

Valid ID: 679801278cf4

STATEMENT OF ORIGINALITY

Assalamu'alaikum Wr. Wb.

The undersigned, I am:

Name : Nihayatul Lu'lu'in Nihlah
Student Number : 21101040059
Study Program : Library Science
Faculty : Adab and Cultural Science

Stating that the thesis entitled "Evaluation Of Alma Ata University Library Website Using System Usability Scale And SWOT Analysis" is the work of the researcher herself and not plagiarized from the work of others, except in writing cited in writing following scientific standards and procedures listed in the bibliography. If in the future it is proven that it is plagiarized from the work of others, then all responsibility lies with the researcher herself.

Thus, this statement letter is made and can be used appropriately.

Wassalamu'alaikum Wr. Wb.

STATE ISLAMIC UNIVERSITY
SUNAN KALIJAGA
YOGYAKARTA

Yogyakarta, 15 Januari 2025

Declare,



Nihayatul Lu'lu'in Nihlah

NIM. 21101040059

OFFICIAL NOTE

Dr. Syifaun Nafisah, S.T., MT.

**Lecturer of Library Science Study Program Faculty of Adab and Cultural Science
State Islamic University Sunan Kalijaga Yogyakarta**

OFFICIAL NOTE

Subject : Thesis
Attachment : 1 (one) copy

Dear Sir:

Dean of the Faculty of Adab and Cultural Science
State Islamic University Sunan Kalijaga Yogyakarta

Assalamu'alaikum Wr. Wb.

After reading, correcting, and suggesting improvements as necessary, I as the supervisor, am of the opinion that her thesis:

Name : Nihayatul Lu'lu'in Nihlah
Student Number : 21101040059
Study Program : Library Science
Faculty : Adab and Cultural Science
Title : Evaluation Of Alma Ata University Library Website Using
System Usability Scale And SWOT Analysis

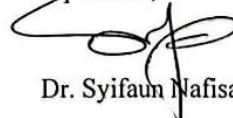
Can be submitted as one of the requirements to obtain an undergraduate degree in the Library science Study Program, Faculty of Adab and Cultural Science, State Islamic University Sunan Kalijaga Yogyakarta. Based on this, I hope her thesis above can be immediately approved and presented in the *munaqosyah*.

Thus, this statement letter is made and can be used appropriately.

Wassalamu'alaikum Wr. Wb.

Yogyakarta, 15 Januari 2025

Supervisor,



Dr. Syifaun Nafisah, S.T., MT.

NIP. 19781226 200801 2 017

MOTTO AND DEDICATION

“Menuntut ilmu adalah takwa. Menyampaikan ilmu adalah ibadah. Mengulang-ulang ilmu adalah zikir. Mencari ilmu adalah jihad.”

- Abu Hamid al-Ghazali

This thesis is dedicated to my parents and to all those who have believed in and supported me in my learning process.



STATE ISLAMIC UNIVERSITY
SUNAN KALIJAGA
YOGYAKARTA

ABSTRACT

The use of technology in library services, including website development, represents a form of digital transformation that supports users' information needs. The Alma Ata Yogyakarta University Library website was designed to improve library services to users, but the level of online visits by users in 2023 only reached 8.5% of the library population. This study aims to evaluate the usability of the library website using the System Usability Scale (SUS) and identify the strengths, weaknesses, opportunities, and threats of the library website through SWOT analysis. This research employs a descriptive quantitative method with 100 active students of Alma Ata University who have accessed the website more than once as respondents. Data were collected using SUS questionnaires, observations, and interviews. The results showed that the SUS score of the website was 68.39 on the usable sub-variable and obtained a SUS score of 43.06, which showed that the level of usability of the Alma Ata Yogyakarta University Library website still needed to be improved, especially in the learnable variable. Based on the SWOT analysis, the Alma Ata University Library website has several strengths, including complete main features, ease of use, adequate access to library collections, and digital collections that support academic activities. However, weaknesses identified include difficulty finding information, confusing navigation, and difficulty accessing digital collections. Based on the SWOT analysis, there are also opportunities to develop the website, such as the potential to provide more information and services, the development of a more interactive and user-friendly interface, the application of AI technology to improve service quality, and the addition of digital collections. However, threats faced include a lack of user understanding of how to use the website, a lack of socialisation of existing features, and limited digital collections that can reduce library interest.

Keywords: usability; System Usability Scale; SWOT analysis; library website; Alma Ata University Yogyakarta.

STATE ISLAMIC UNIVERSITY
SUNAN KALIJAGA
YOGYAKARTA

ABSTRAK

Penggunaan teknologi dalam layanan perpustakaan, termasuk pengembangan website, menjadi salah satu bentuk transformasi digital yang mendukung kebutuhan informasi pemustaka. Website Perpustakaan Universitas Alma Ata Yogyakarta dirancang untuk meningkatkan layanan perpustakaan terhadap pemustaka, akan tetapi tingkat kunjungan online pemustaka pada tahun 2023 hanya mencapai 8,5% dari populasi pemustaka. Penelitian ini bertujuan untuk mengevaluasi kegunaan (usability) website perpustakaan menggunakan System Usability Scale (SUS) serta mengidentifikasi kekuatan, kelemahan, peluang, dan ancaman website perpustakaan melalui analisis SWOT. Penelitian ini menggunakan metode kuantitatif deskriptif dengan responden 100 mahasiswa aktif Universitas Alma Ata yang pernah mengakses website lebih dari satu kali. Data dikumpulkan menggunakan kuesioner SUS, observasi, dan wawancara. Hasil penelitian menunjukkan bahwa skor SUS website adalah 68.39 pada sub-variabel usable dan diperoleh skor SUS 43.06 yang menunjukkan bahwa tingkat kegunaan website Perpustakaan Universitas Alma Ata Yogyakarta masih perlu ditingkatkan, terutama dalam sub-variabel learnable. Berdasarkan analisis SWOT, terdapat beberapa kekuatan dari website Perpustakaan Universitas Alma Ata, antara lain fitur-fitur utama yang lengkap, kemudahan penggunaan, akses yang memadai terhadap koleksi perpustakaan, serta koleksi digital yang mendukung kegiatan akademik. Namun, di sisi lain, kelemahan yang teridentifikasi mencakup kesulitan dalam menemukan informasi, navigasi yang membingungkan, serta akses yang sulit terhadap beberapa koleksi digital. Berdasarkan analisis SWOT juga diketahui bahwa terdapat peluang untuk mengembangkan website, seperti potensi untuk menyediakan lebih banyak informasi dan layanan, pengembangan antarmuka yang lebih interaktif dan ramah pengguna, penerapan teknologi AI untuk meningkatkan kualitas layanan, serta penambahan koleksi digital. Namun, tantangan yang dihadapi termasuk kurangnya pemahaman pengguna tentang cara penggunaan website, minimnya sosialisasi mengenai fitur-fitur yang ada, serta keterbatasan koleksi digital yang dapat mengurangi minat pemustaka.

Kata kunci: usability; System Usability Scale; analisis SWOT; website perpustakaan; Universitas Alma Ata Yogyakarta.

PREFACE

All praise and gratitude are due to Allah SWT, who has bestowed His grace so that the author can complete the thesis entitled “Evaluation of Alma Ata Yogyakarta University Library Website Using System Usability Scale and SWOT Analysis.” This thesis was prepared as one of the requirements to obtain a Bachelor's degree in the Library Science Study Program, Faculty of Adab and Cultural Sciences, UIN Sunan Kalijaga Yogyakarta.

While preparing this thesis, the author received various assistance, support, and motivation from many parties. Therefore, with all humility, the author would like to thank those who have contributed to the research. Special thanks go to:

1. Prof. Dr. Nurdin, S.Ag., S.S., M.A. as the Dean of the Faculty of Adab and Cultural Sciences of UIN Sunan Kalijaga Yogyakarta;
2. Mr. Muhammad Ainul Yaqin, S.Pd. M.Ed. as the Head of the Library Science Study Program at the Faculty of Adab and Cultural Sciences of UIN Sunan Kalijaga Yogyakarta;
3. Dr. Syifaun Nafisah, S.T., MT. as Thesis Supervisor who has provided knowledge and guided during the research with patience;
4. Mr. Muhammad Solihin Arianto, S.Ag., S.S., M.LIS., and Mrs. Nur Riani, M.A., as Examiners for this thesis;
5. All lecturers of the Library Science Study Program, Faculty of Adab and Cultural Sciences, UIN Sunan Kalijaga Yogyakarta;

6. Mr. Dian Nugroho Prasetyo, SIP, M.IP., as the Head of Alma Ata University Library Yogyakarta, has given permission and information so that research can be carried out;
7. Mr. Asykuri, Mrs. Musthofiyah, Mbak Umi Rahmawati, Mbak Sarof Badriyah NH, Mas Umar Ulin Nuha, Mbak Ulfa Hani'ah, and the whole family who always provide infinite love, prayers, and support;
8. Angga Firmansyah, Alifia Munada, and friends who have provided advice, information, and support during the research.

The author hopes that this thesis can be helpful for those in need, especially for academic purposes and further research related to library and information website evaluation.

Yogyakarta, 15 Januari 2025



Researcher

STATE ISLAMIC UNIVERSITY
SUNAN KALIJAGA
YOGYAKARTA

TABLE OF CONTENTS

RATIFICATION SHEET	ii
STATEMENT OF ORIGINALITY	iii
OFFICIAL NOTE.....	iv
MOTTO AND DEDICATION.....	v
ABSTRACT	vi
ABSTRAK	vii
PREFACE.....	viii
TABLE OF CONTENTS	x
LIST OF TABLES	xii
LIST OF FIGURE	xiii
LIST OF ATTACHMENTS.....	xiv
CHAPTER I INTRODUCTION	1
1.1 Background	1
1.2 Problem Formulation	4
1.3 Research Objectives and Benefits.....	4
1.4 Writing Structure.....	5
CHAPTER II LITERATURE REVIEW AND THEORETICAL BASIS	7
2.1 Literature Review	7
2.2 Theoretical Basis	15
CHAPTER III RESEARCH METHODS.....	24
3.1 Research Type.....	24
3.2 Research Time and Place	24
3.3 Subjects and Objects of Research.....	24
3.4 Research Population and Sample	25
3.5 Research Variables	26
3.6 Data Source.....	27
3.7 Data Collection	28
3.8 Validity and Reliability Test	29
3.9 Data Analysis.....	34
CHAPTER IV RESEARCH RESULTS AND DISCUSSION	38

4.1 Overview	38
4.2 Results of Data Processing and Discussion of System Usability Scale	46
4.3 Results of Data Processing and Discussion of SWOT Analysis	52
CHAPTER V CONCLUSION	58
5.1 Conclusion	58
5.2 Suggestions	59
LITERATURE	60
ATTACHMENTS	63
CURRICULUM VITAE	91



LIST OF TABLES

Table 1: Literature Review of Previous Research.....	11
Table 2: System Usability Scale (SUS) Questionnaire	23
Table 3: Research Variables.....	27
Table 4: System Usability Scale Construct Validity Test Data Set	30
Table 5: Concurrent Validity of System Usability Scale.....	33
Table 6: Curved Grading Scale (CGS)	35
Table 7: Alma Ata University Library Service Schedule	42
Table 8: System Usability Scale Score on Alma Ata University Library Website Usable Subvariables	47
Table 9: System Usability Scale Score on Alma ata University Library Website Learnable Subvariable.....	50
Table 10: SWOT Analysis Result.....	53
Table 11: Alma Ata University Library Website Development Strategy	56

STATE ISLAMIC UNIVERSITY
SUNAN KALIJAGA
YOGYAKARTA

LIST OF FIGURE

Figure 1: SWOT Analysis Radar Chart	36
Figure 2: Alma Ata University Library Website Home Menu	41
Figure 3: Alma Ata Yogyakarta University Library Website Profile Menu.....	41
Figure 4: Alma Ata University Library Online Catalog	42
Figure 5: Alma Ata University Library Website Service Menu	43
Figure 6: Library Promotion Menu Alma Ata University Library Website	43
Figure 7: E-Resources Menu of Alma Ata University Library Website.....	44
Figure 8: Alma ata University Library Website Partnership Menu	45
Figure 9: Journal Menu of Alma Ata University Library Website	45
Figure 10: Usable Subvariable Percentile Rank Curve.....	49
Figure 11: Learnable Subvariable Percentile Rank Curve.....	52
Figure 12: Radar Graph of SWOT Analysis Result.....	55



LIST OF ATTACHMENTS

Attachment 1: System Usability Scale Instrument.....	63
Attachment 2: SWOT Instrument	64
Attachment 3: Original Score of SUS Questionnaire Usable Subvariable	65
Attachment 4: SUS Subvariable Usable Questionnaire Tally Score	66
Attachment 5: Original Score and Calculated Results of SUS Questionnaire Learnable Subvariable.....	67
Attachment 6: SWOT Analysis and Four-Way Radar.....	68
Attachment 7: Questionnaire	69



CHAPTER I

INTRODUCTION

1.1 Background

In the present day, technology is an inseparable part of everyday life. Libraries as information centers in higher education also experience digital transformation with the development of these technologies (Khoeini et al., 2024, p. 3). The library website is one of digital transformation that has become an essential source of information for students, lecturers, teaching staff, and other academicians. The quality of a library website is essential to guarantee the efficiency and effectiveness of information access for users.

One of the aspects of library website development is user-friendly design (Dei, 2024, p. 2). A design that is easy for users to navigate and understand must be considered when developing a library website. A straightforward website display with an easily accessible layout will help users find the information they need quickly and easily (Dei, 2024, p. 4). Usability evaluation is essential because it is directly related to the level of user satisfaction in using the website and becomes the user's preference to use a sustainable website (Aspandi et al., 2022, p. 9).

Alma Ata University is a university that has B accreditation from BAN-PT universities. Based on data from Webometrics, Alma Ata University is 1st in Nahdlatul Ulama Universities (PTNU) in Indonesia, 22nd in Private Universities (PTS) in Indonesia, and 66th best in Indonesia in the category of State Universities (PTN) and Private Universities (PTS) (Universitas Alma Ata, 2023). In addition, in 2024, Alma Ata University successfully achieved ISO 9001: 2015 international

certification related to quality management for two primary services in higher education, namely the University Library and the Student Service Center

ISO 9001:2015 is an international standard for quality management issued by the International Organization for Standardization (ISO). The certification achieved by Alma Ata University Library shows that the library has achieved international standards for Quality Management System (QMS). The ISO standard is based on seven quality management principles: customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision-making, and relationship management. However, although the ISO 9001:2015 certification shows that the library has a good quality management system, the usability aspect is not included in the quality management principle standard. Therefore, research is needed to assess the website's usability at the Alma Ata University Library to provide a clearer understanding of the level of user-friendliness.

The Alma Ata University Library website is one of the facilities built to improve library services to users. However, based on the library's statistical visit data, the average online visits of library users in 2023 only amounted to 8.5% of the total number of students at Alma Ata University (Perpustakaan Universitas Alma Ata, 2024). The data shows that attracting users to utilise the library website optimally is challenging.

Based on this background, there is a need for research related to the usability of the Alma Ata Library website to find out the user experience and identify areas that need to be improved. Usability evaluation was chosen in this study because

usability is the most important measure of all types of websites, determined through the user's subjective point of view based on experience in using the service (Lewis, 2018a, p. 1). Systematic usability measurements can be done through various evaluation methods, including the System Usability Scale (SUS). SUS was chosen because it has a scale that is easy to understand, SUS results are reliable even though it uses a small sample size, and the results are valid, which can distinguish between systems that can be used effectively and those that cannot be used (Brooke, 2013, p. 33). In addition, this study also utilises SWOT analysis to provide a more comprehensive strategic perspective on the development of the library website. This analysis is conducted as a follow-up after determining the website's usability level, with instruments developed based on the sub-variables of the System Usability Scale, thereby creating a connection between the two approaches. SWOT analysis is chosen because it is an effective framework for evaluating the strategic position of a system by identifying its strengths, weaknesses, opportunities, and threats. This method enables an assessment of internal factors that can be managed by the organisation, as well as external factors that are beyond the organisation's control but significantly impact the system's success or failure (Sinha et al., 2020, p. 1). The SWOT framework in this study was used to categorise the principal factors relevant to library website development. Through this analysis, it is expected to identify key areas that require special attention and strategic opportunities that can be utilised to improve library services sustainably. The population limitation in this study is active Alma Ata University Yogyakarta students who have accessed the Alma Ata University Yogyakarta Library website more than once. This research is expected

to develop Alma Ata University Library website services further to meet users' information needs.

1.2 Problem Formulation

Based on this background, the problem formulation in this study is:

1. What is the usability level of the Alma Ata Yogyakarta University Library website based on the System Usability Scale?
2. What are the strengths, weaknesses, opportunities, and threats of the Alma Ata Yogyakarta University Library website based on the SWOT Analysis?

1.3 Research Objectives and Benefits

1.3.1 Research Objectives

This research aims to find answers to the problem formulations that have been made, namely:

- a. The System Usability Scale evaluation determines the level of usability of the Alma Ata Yogyakarta University Library website.
- b. Identifying the strengths, weaknesses, opportunities, and threats of the Alma Ata Yogyakarta University Library website based on the SWOT Analysis.

1.3.2 Research Benefits

This research will benefit researchers, especially library science, and the general public. These benefits can be seen as follows:

- a. This research hopes to increase researchers' knowledge about evaluating the usability of college library websites using the System Usability Scale and SWOT Analysis.

- b. For library science, this research hopes to add to its treasures by evaluating the usability of college library websites using the System Usability Scale and SWOT Analysis.
- c. For the general public, this research hopes to serve as a reference for evaluating the usability of college library websites using the System Usability Scale and SWOT Analysis.

1.4 Writing Structure

To improve the cohesiveness of the discussion of this thesis, the author uses the following systematics:

CHAPTER I Introduction

This chapter includes research background, problem formulation, objectives and benefits, and writing systematics.

CHAPTER II Literature Review and Theoretical Foundations

This chapter consists of a literature review of previous studies with similar writing topics relevant to the problems to be studied. The theoretical foundation is an explanation of the terms that form the basis of the theory in this study.

CHAPTER III Research Methods

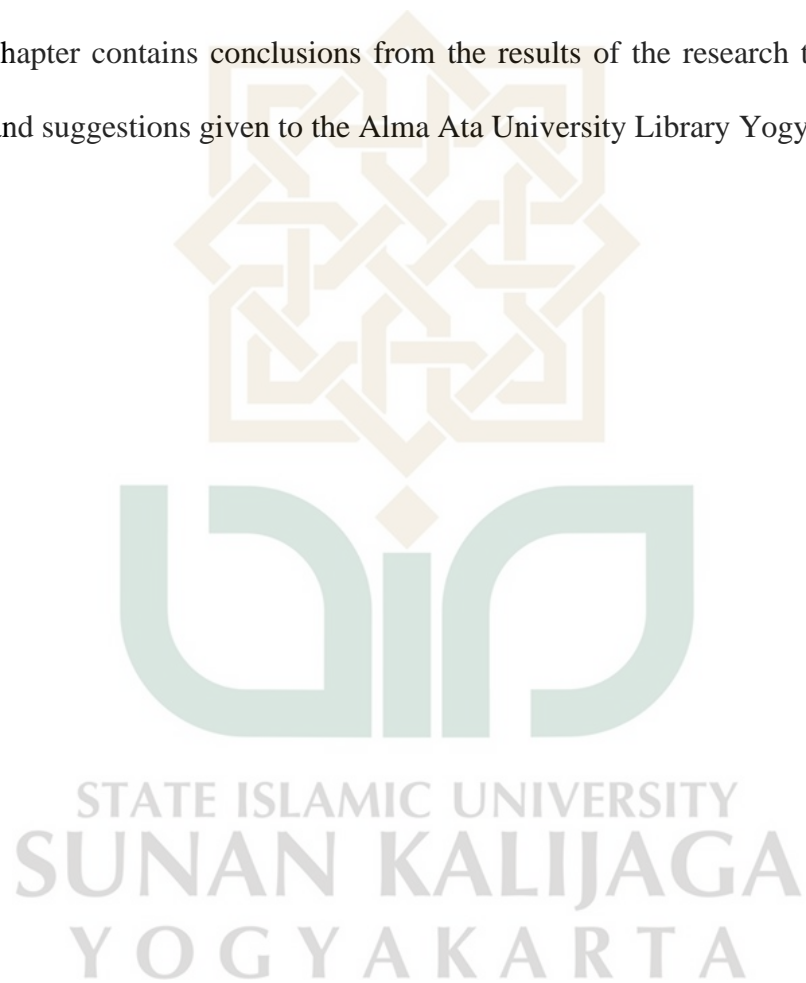
This chapter contains explanations related to the type of research, the time and place of research, the subjects and objects of research, the population and research samples, research instruments, data sources, data collection techniques, and data analysis.

CHAPTER IV Research Results and Discussion

This chapter provides a general description of the Alma Ata Yogyakarta University Library, the research results, and a discussion of the research conducted.

CHAPTER V Conclusion

This chapter contains conclusions from the results of the research that has been done and suggestions given to the Alma Ata University Library Yogyakarta.



CHAPTER V

CONCLUSION

5.1 Conclusion

Based on the results of the research Evaluation of the Alma Ata Yogyakarta University Library Website Using the System Usability Scale Method and SWOT Analysis that has been carried out, the researchers draw the following conclusions:

1. The System Usability Scale (SUS) score for the usable sub-variable is 68.39, which shows a percentile value of 50 and falls into the grade C category. Meanwhile, on the learnable sub-variable, the SUS score obtained is 43.06 with a percentile value of 8, which falls into the grade F category. This shows that the level of usability of the Alma Ata Yogyakarta University Library website still needs to be improved, especially in the learnability sub-variable.
2. Based on the SWOT analysis, the Alma Ata University Library website has several strengths, including complete main features, ease of use, adequate access to library collections, and digital collections that support academic activities. However, weaknesses identified include difficulty finding information, confusing navigation, and difficulty accessing digital collections. Based on the SWOT analysis, it is also known that there are opportunities to develop the website, such as the potential to provide more information and services, the development of a more interactive and user-friendly interface, the application of AI technology to improve service quality, and the addition of digital collections. However, the threats include the lack of user understanding of how to use the

website, the lack of socialization of the features, and the limited digital collection that can reduce library interest.

5.2 Suggestions

Based on the results of the analysis that has been carried out, the advice that researchers can give is to take aggressive improvement steps by utilising existing strengths to seize available opportunities as follows:

1. Develop additional features on the Alma Ata University Library website that can provide more specific information and offer more services. This step aims to maximise pre-existing potential and better meet user needs.
2. Develop the website interface to be more interactive and user-friendly. Improving the design and functionality is important so that users feel more manageable and comfortable accessing the available service information.
3. Implement artificial intelligence (AI) technology to improve website service quality. This technology can provide more relevant collection recommendations, search personalisation, and automatic user interaction, making the website more efficient.
4. The website should include a more varied digital collection, including e-books, the latest scientific journals, and academic manuals relevant to the curriculum. These additions will support users' educational needs and increase the website's attractiveness.

LITERATURE

- 9241-11:2018, I. (2018). *ISO 9241-11:2018*.
<https://www.iso.org/obp/ui/#iso:std:iso:9241:-11:ed-2:v1:en>
- Aspandi, D., Doosdal, S., Ülger, V., Gillich, L., & Staab, S. (2022). *User Interaction Analysis through Contrasting Websites Experience*.
<http://arxiv.org/abs/2201.03638>
- Ata, P. U. A. (2024). *Data kunjungan perpustakaan*. Perpustakaan Universitas Alma Ata. <https://www.histats.com/viewstats/?sid=4247610&ccid=2039>
- Bando, M. S., Nurcahyono, Supriyanto, & Gusniawati, N. (2014). *Standar Nasional Perpustakaan Perguruan Tinggi*. Perpustakaan Nasional RI.
- Brooke, J. (1996). SUS: A “Quick and Dirty” Usability Scale. *Usability Evaluation In Industry*, 207–212. <https://doi.org/10.1201/9781498710411-35>
- Brooke, J. (2013). SUS: A Retrospective. *Journal of Usability Studies*, 8(2), 29–40.
- Dawis, A. M., Meylani, Y., Heryana, N., Alfathoni, M. A. M., Sriwahyuni, E., Ristiyana, R., Januarsi, Y., Wiratmo, P. A., Dasman, S., Mulyani, S., Agit, A., Shoffa, S., & Baali, Y. (2023). *Pengantar Metodologi Penelitian*.
- Dei, D. G. J. (2024). Analysis of content, services, and resources available and accessible on websites of academic libraries. *Digital Library Perspectives*. <https://doi.org/10.1108/DLP-02-2024-0027>
- Gürel, E., & Tat, M. (2017). SWOT Analysis: A Theoretical Review. *Journal of International Social Research*, 11(1), 92–105.
- Gutama, H. (2023). *Masuki Abad Kedua NU, Kampus Alma Ata Jadi PTNU Terbaik Se-Indonesia*. Universitas Alma Ata. <https://almaata.ac.id/masuki-abad-kedua-nu-kampus-alma-ata-jadi-ptnu-terbaik-se-indonesia/>
- Ilker, M., Msc, B., & Karahoca, D. (2016). Re-Assessing the Usability Metric for User Experience (UMUX) Scale. *Journal of Usability Studies*, 11(3), 89–109. <http://www.upassoc.org>.
- Khoeini, S., Noruzi, A., Naghshineh, N., & Sheikhshoaei, F. (2024). Designing the digital transformation model of public university libraries in Iran based on Delphi method. *Digital Library Perspectives*, 3. <https://doi.org/10.1108/DLP-06-2024-0100>
- Kim-Phuong L, V., Proktor, R. W., & Garcia, F. P. (2012). Handbook of Human Factors and Ergonomics. In G. Salvendy (Ed.), *Handbook of Human Factors and Ergonomics* (Fourth). John Wiley & Sons, Inc. <https://doi.org/10.1002/9781119636113.ch16>
- Le, T. T. K., & Tran, B. T. (2023). An Investigation into Students’ Perceptions

- towards Online Learning Using SWOT Model. *ACM International Conference Proceeding Series*, 240–245. <https://doi.org/10.1145/3631991.3632031>
- Lewis, J. R. (2018a). Measuring Perceived Usability: The CSUQ, SUS, and UMUX. *International Journal of Human-Computer Interaction*, 34(12), 1148–1156. <https://doi.org/10.1080/10447318.2017.1418805>
- Lewis, J. R. (2018b). The System Usability Scale : Past , Present , and Future. *International Journal of Human-Computer Interaction*, 34(7), 577–590. <https://doi.org/10.1080/10447318.2018.1455307>
- Lewis, J. R., & Sauro, J. (2009). The factor structure of the system usability scale. *Lecture Notes in Computer Science (Including Subseries Lecture Notes in Artificial Intelligence and Lecture Notes in Bioinformatics)*, 5619 LNCS, 94–103. https://doi.org/10.1007/978-3-642-02806-9_12
- Lewis, J. R., & Sauro, J. (2018). Item Benchmarks for the System Usability Scale. *Journal of Usability Studies*, 13(3), 158–167.
- Mertens, D. M., & Wilson, A. T. (2018). *Program Evaluation Theory and Practice Second Edition A Comprehensive Guide* (Second Edi). The Guilford Press.
- Moravec, E. (2020). A Resource for Creating a Website to Promote Your Scientific Work. *Bulletin of the AAS*, 52(2). <https://doi.org/10.3847/25c2cfcb.53f6dcad>
- Nashrullah, M., Maharani, O., Rohman, A., Fahyuni, E. F., Nurdyansyah, & Untari, R. S. (2023). Metodologi Penelitian Pendidikan (Prosedur Penelitian, Subyek Penelitian, Dan Pengembangan Teknik Pengumpulan Data). In *Metodologi Penelitian Pendidikan (Prosedur Penelitian, Subyek Penelitian, Dan Pengembangan Teknik Pengumpulan Data)*. UMSIDA Press. <https://doi.org/10.21070/2023/978-623-464-071-7>
- Nielsen, J. (2012). *Usability 101: Introduction to Usability*. <https://www.nngroup.com/articles/usability-101-introduction-to-usability/>
- Perpustakaan Nasional Republik, I. (2024). *Peraturan Perpustakaan Nasional Republik Indonesia Nomor 5 Tahun 2024 Tentang Standar Nasional Perpustakaan Perguruan Tinggi*. 19(5), 1–53. <https://jdih.perpusnas.go.id/detail/989>
- Saputra, M. R. A., Chalid, F. I., & Budianto, H. (2023). *Metode Ilmiah & Penelitian Kuantitatif, Kualitatif, dan Kepustakaan (Bahan Ajar Madrasah Riset)* (Cet. 1). Nizamia Learning Center.
- Sauro, J., & Lewis, J. R. (2012). *Quantifying The User Experience: Practical Statistics for User Research* (S. Elliot (ed.); 1st ed.). Elsevier Inc.
- Sihotang, H. (2023). Metode Penelitian Kuantitatif. In *Pusat Penerbitan dan Pencetakan Buku Perguruan Tinggi Universitas Kristen Indonesia Jakarta* (Cet. 1). UKI Press. <http://www.nber.org/papers/w16019>

- Sinha, R., Shameem, M., & Kumar, C. (2020). SWOT: Strength, weaknesses, opportunities, and threats for scaling agile methods in global software development. *ACM International Conference Proceeding Series*. <https://doi.org/10.1145/3385032.3385037>
- Siranjeevi, M. S., & Pattanwala, H. (2020). *Embracing the Change: SWOT Analysis of the Education Technology in Online Learning*. 6(12), 776–779.
- Sugiyono. (2015). *Metode penelitian kuantitatif, kualitatif dan R & D*. Alfabeta.
- Sulistiyawan, A. H., Latifa, Q., Adeliyani, Z., & Rahayu, P. (2023). Usability Evaluation on Universitas Mercu Buana Jakarta Library Website Using SUS. *Proceedings - 2023 6th International Conference on Computer and Informatics Engineering: AI Trust, Risk and Security Management (AI Trism), IC2IE 2023*, 368–373. <https://doi.org/10.1109/IC2IE60547.2023.10331150>
- Tembo, D. T., Akakandelwa, A., & Phiri, L. (2023). Usability Evaluation of University Library Portals in Zambia. *ACM International Conference Proceeding Series*, 221–228. <https://doi.org/10.1145/3628096.3629083>
- United Nation Evaluation Group. (2016). Norms and Standards for Evaluation. *United Nations Evaluation Group, June, 30*. <http://www.unevaluation.org/2016-Norms-and-Standards>
- Wanzer, D. L. (2021). What Is Evaluation?: Perspectives of How Evaluation Differs (or Not) From Research. *American Journal of Evaluation*, 42(1), 28–46. <https://doi.org/https://doi.org/10.1177/1098214020920710>
- Wardhani, F. K., & Dini, A. (2020). Strategy Formulation Using SWOT Analysis , SPACE Matrix And QSPM: A Conceptual Framework. *International Journal of Innovative Science and Research Technology*, 5(5), 1520–1527.



STATE ISLAMIC UNIVERSITY
SUNAN KALIJAGA
YOGYAKARTA