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Usability Testing of the Oase UIN Jakarta Website Using the Cognitive Walkthrough Approach

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Abstract

In the Information Technology and Data Base Center of UIN Syarif Hidayatullah Jakarta, increasingly rely on technology to simplify and improve the flow of their activities. The development of various products, especially websites, is a clear example of how technology plays a key role in automating business processes, from data management to internal and external communications. This research focuses on testing the usability of the UIN Jakarta Religion, Science and Research Olympiad (OASE) website using the cognitive walkthrough method. The research object is the OASE website, which has never undergone a usability evaluation before. The method used in this research is cognitive walkthrough, a qualitative approach that examines the effectiveness and efficiency of websites in completing task scenarios. The aim of this research is to understand the extent to which the OASE website can provide a good user experience, focusing on the successful completion of tasks, the time required, the number of errors that occur, and user satisfaction. It is hoped that the results of this research can provide concrete recommendations for improving the quality of the OASE website based on input from users.

Keywords: Cognitive Walkthrough, Effectiveness, Efficiency, Usability Testing, Website

I. Introduction

The rapid development of information and computer technology has influenced human interaction with computers, especially in website development [1]. Information technology and computers have become the main solution to various challenges and needs in increasing the effectiveness and efficiency of activities and procedures [2]. Likewise in developing websites such as those carried out by the Information Technology and Data Base Center of Uin Syarif Hidayatullah Jakarta for the Religion, Science Olympiad competition, and Research (OASE). The use of websites is key in making it easier to access information, communicate, provide services, and encourage innovation and efficiency in various aspects of business and education [3].

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In the context of OASE website development, usability testing is an important step to ensure that users can easily and efficiently interact with the site. The cognitive walkthrough method is one of the approaches used to evaluate the extent to which the OASE website allows users to learn and explore its content smoothly [3]. Related studies, such as the UKK PUSBANGKI website[4] and Tileng [5] on the Zoom application, also show the importance of usability testing in identifying usability problems and providing recommendations for improvements to improve user experience.

This research aims to test the usability of the OASE UIN Jakarta website using the cognitive walkthrough method, with a focus on the effectiveness and efficiency of using the website. By conducting this research, it is hoped that we can find usability problems that may exist on the OASE website and provide recommendations for improvements that can improve the user experience and effectiveness of using the website. References to previous studies in the text provide a deep understanding of the importance of usability testing in website development and strengthen the justification of this research.

II. Related Work

Related research that has been conducted provides an in-depth understanding of the importance of usability testing using the cognitive walkthrough method in website and application development to ensure optimal user experience. Research usability problems on the UKK PUSBANGKI website, which did not meet user expectations and experienced variations in success rates in completing task scenarios. Test results show that there are problems with the EMI menu and career menu, with recommendations for improving the interface and user interaction [4]. Meanwhile, this research by focus on the Zoom application in the context of online learning, finding that technology adaptation among users still requires adjustments, especially in the features for creating breakout rooms and providing reactions. This study provides recommendations for adding file sharing features to improve the online learning experience [5].

This related research underlines the importance of usability testing to identify problems that may occur on websites and applications, as well as providing recommendations for improvements that can increase the effectiveness of use. By involving users in cognitive walkthrough methods, research can gain better insight into actual user experiences and identify areas that need improvement. The results of this research can be a guide in developing or improving websites and applications to make them more responsive to user needs.

III. Research Methods

The research method in this study uses the cognitive walkthrough method. This method is used to identify problems and produce suggestions about their causes [6]. Starting with identifying problems on the OASE website, continued with literature studies to support research, determining representative respondents, compiling task scenarios, and conducting usability testing. In this research, the sampling technique used was purpose sampling. The main characteristic of this sampling technique lies in the selection of sample members who are specifically selected according to the research objectives [7]. Usability testing is carried out by providing in-depth explanations of task scenarios to respondents and observing their responses to the OASE website. Test results are analyzed to evaluate website usability and formulate recommendations for necessary improvements. The final stage is to prepare recommendations for improvement based on the results of the analysis that has been carried out.

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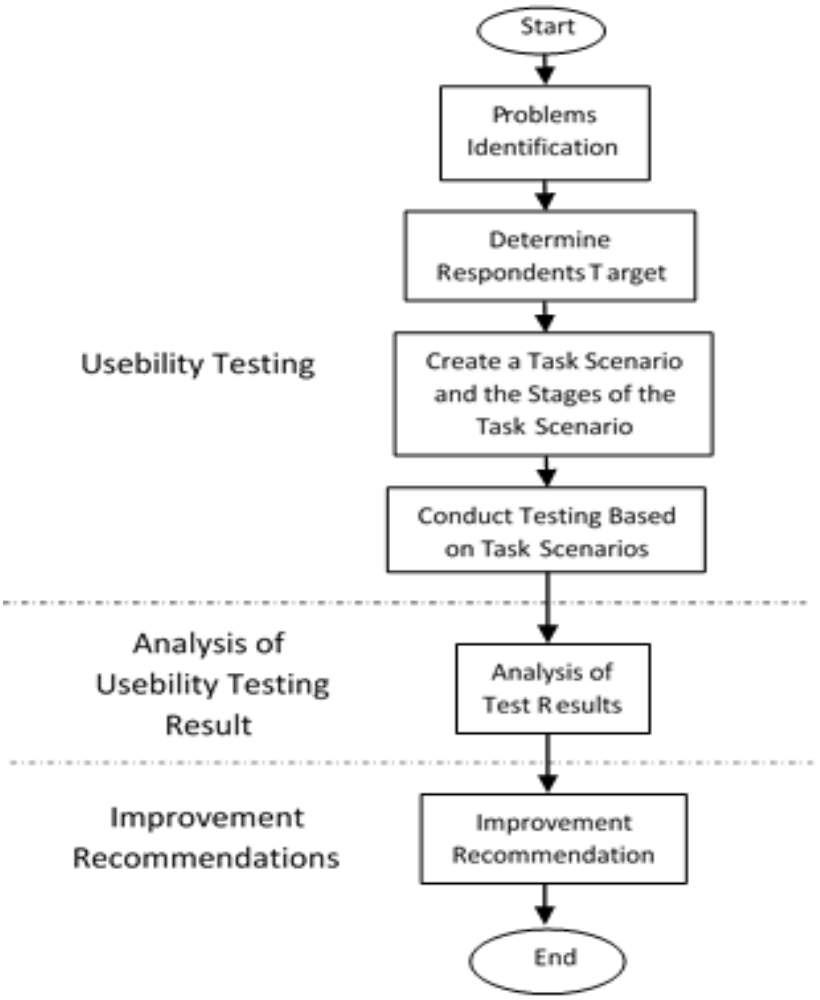

Fig. 1. Cognitive Walkthrough Research Method

Usability testing for the OASE UIN Jakarta website consists of two main phases [8]. The first phase is the preparation phase, where system analysis is performed, respondents are selected, and task scenarios are determined. The second phase is the execution phase, where respondents carry out usability testing by following the scenarios that have been prepared. During the execution phase, all aspects related to the user response are recorded and recorded by the researcher. The process of selecting respondents was carried out carefully by referring to previously determined characteristics. It is hoped that the selection of representative and diverse respondents can provide a comprehensive understanding of various user perspectives regarding the OASE UIN Jakarta website.

This step is important to ensure that usability testing results reflect the experiences of as many diverse groups of potential users as possible. Next, task scenarios for usability testing are designed. This research involves four task scenarios that have been carefully designed by the researcher, which will be carried out by respondents on the relevant website. These task scenarios include the Registration Feature Search Scenario (Task Scenario 1), the Competition Technical Technical Search Scenario (Task Scenario 2), the Final Contest Participant Announcement Search Scenario (Task Scenario 3), and the Final Competition Location Search Scenario (Task Scenario 4).

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The usability testing process begins with an introduction from the researcher which includes the purpose of the test and the procedures to be carried out. Respondents were then asked to fill out a Google form about their characteristics. After that, the researcher explained the task scenario that had to be carried out by the respondent. Respondents run task scenarios independently to identify problems faced by end users. After completing usability testing of the OASE UIN Jakarta website, the next stage is analyzing the test results. This analysis covers several aspects, including the completion rate of task scenarios, the amount of time required to complete task scenarios, and the number of errors that occur during the completion of task scenarios.

By analyzing these data, researchers can understand to what extent users are able to complete given tasks, how efficient they are in completing those tasks, and what types of errors occur most frequently. The effectiveness variable is related to the user's success in achieving goals [9]. Efficiency includes various measures and evaluation methods used to measure performance and resource use in user interaction with an interface or system [10]. The results of this analysis will provide a clearer picture of the usability of the website and can be used as a basis for formulating recommendations for necessary improvements.

Table 1.Task Scenario Stages

Task Scenarion	Stages
ST 1	1. Go to the website https://oase.uinjkt.ac.id/
	2. Open the 'Information' menu
	3. Open the 'Registration' section
	4. Click the 'register' button to register
ST 2	1. Go to the website https://oase.uinjkt.ac.id/
	2. Open the 'Contest Type' menu
	3. Select the competition type 'Scientific Debate'
	4. Choose a field from the type of scientific debate competition, namely 'English Debate'
	5. Scroll down until you find Competition Technical
ST 3	1. Go to the website https://oase.uinjkt.ac.id/
	2. Open the 'Announcements' menu
	3. Open the 'Link' at the point regarding 'List of OASE 2023 Final Competition Participants'
ST 4	1. Go to the website https://oase.uinjkt.ac.id/
	2. Open the 'Announcements' menu
	3. Open the 'Link' contained in the point regarding 'Competition Locations in the Final Round'
	4. Scroll until you see the map link for the race location
	5. Open the 'Link' which displays a map of the location

After analyzing the usability testing results of the OASE UIN Jakarta website, the next stage is to prepare recommendations for improvement. This recommendation is based on various criticisms and suggestions provided by respondents as well as the results of the analysis carried out by researchers. These improvement recommendations are designed to address problems that have been identified during usability testing, such as user difficulty in completing tasks or frequent errors. By implementing appropriate improvement recommendations, it is hoped that we can improve the usability of the OASE UIN Jakarta website and provide a better user experience.

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IV. Results And Discussion

In this research, the system to be tested is the OASE UIN Jakarta website. This website functions as an information platform for OASE competition participants, providing various information related to competition schedules, registration procedures, announcement of winners, event locations, and other information relevant to competition activities. This website has the main aim of providing easy access and facilitating participants in obtaining the necessary information regarding OASE competition activities. The OASE UIN Jakarta website can be accessed via the official link https://oase.uinjkt.ac.id/.

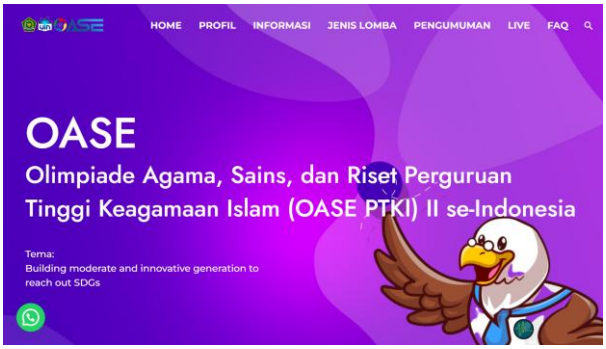

Fig. 2. System to be tested

Measuring the level of task success is a method used to assess the extent to which respondents have successfully completed the tasks given in usability testing, as explained by [11]. This evaluation is carried out by referring to the respondent's ability to complete the task scenario accurately and achieve previously set goals. This research involved testing four task scenarios implemented on the OASE website. The test results show that not all respondents were able to complete the task scenario with optimal results. To measure the level of success of respondents in each task scenario, researchers used the formula listed in the image below.

$$\frac{Number\ of\ Respondents\ who\ Successfully\ completed\ the\ ST-i}{Number\ of\ Respondents}\ x\ 100\% \qquad (1$$

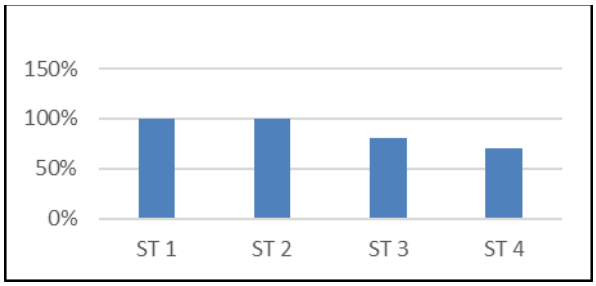

Fig. 3. Percentage of Task Scenarios Successfully Completed

Based on the data listed in the image above, information can be obtained that task scenario 1 and task scenario 2 achieved a success rate of 100%, while task scenario 3 reached 80%, and task scenario 4 reached 70%. Overall, the average success rate for completing task scenarios by respondents was 87.5%. This figure reflects the effectiveness of usability testing on the OASE UIN Jakarta website. Next, the researcher carried out further calculations regarding the level of completion of the task scenario by referring to the equations provided. This analysis aims to gain a deeper understanding of the respondent's performance in completing the tasks given in the context of usability testing.

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$$\frac{Number\ of\ STs\ Completed}{Number\ of\ STs} * 100\% \qquad (2$$

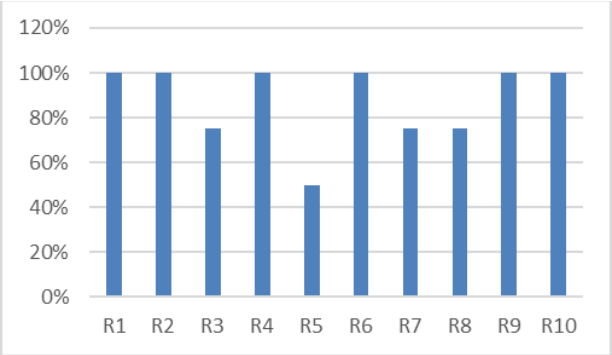

Fig. 4. Scenario Completion Rate by Each Respondent

Information can be obtained that six respondents managed to complete all four task scenarios perfectly. In contrast, the other three respondents were unable to complete one of the four scenarios given. Furthermore, one respondent was only able to complete one task scenario. This analysis shows that the average percentage of task scenario completion by each respondent is 87.5%. This data illustrates that although the majority of respondents managed to navigate and complete tasks well, there was still uncertainty or confusion experienced by some users in using the OASE UIN Jakarta website. Further analysis is required to identify specific areas or aspects that may be causing imperfections in the user experience.

The level of efficiency in completing task scenarios in this usability test can be measured by calculating the amount of time required by respondents to complete each given task scenario. Scenario completion time is the duration spent by respondents in completing the tasks given in each scenario. While the respondents were carrying out the task scenarios, the researcher recorded and recorded the time required by each respondent to complete each scenario.

Data regarding the total time for completing scenarios in usability testing on the OASE UIN Jakarta website can be found in Table 2. Analysis of this completion time will provide insight into the efficiency of task implementation by respondents, as well as help in evaluating the speed and responsiveness of the user interface on the tested website. The time required by respondents to complete each task scenario has been sorted by fastest time, longest time, and average time. The first task scenario (ST 1) recorded the fastest time of 12.5 seconds, with the longest time of 40 seconds, and the average time was around 20.9 seconds. The second task scenario (ST 2) had the fastest time of about 18 seconds, the longest time of 44.4 seconds, and the average time of about 27.3 seconds. The third task scenario (ST 3) showed the fastest time of 11.9 seconds, the longest time of 59.3 seconds, and the average time of about 28.5 seconds. Meanwhile, the fourth task scenario (ST 4) recorded the fastest time of 24.6 seconds, the longest time of 217.9 seconds, and an average time of around 69.4 seconds. The image below shows the comparison of the total time required by all respondents to complete each scenario and the comparison of the amount of time per scenario for each respondent, and the amount of time.

Table 2.
Recapitulation of Scenario Completion Time by Each Respondent (in seconds

Respondens	ST 1	ST 2	ST 3	ST 4	Total	EVG
R1	12.5	19.2	20.5	34.4	86,6	21,7
R2	13.4	18	11.9	26.1	69,4	17,4
R3	15.9	18	29.5	24.6	88	22
R4	29.5	35	35	106.8	206,3	51,6

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R5	24.8	27	28.4	26.4	106,6	26,7
R6	18.6	42.3	59.3	217.9	338,1	84,5
R7	40	44.4	43.5	58	185,9	46,5
R8	19.9	19.7	21.3	119.9	180,8	45,2
R9	20.3	29.2	16.4	50.1	116	29
R10	13.6	20.4	19.2	29.3	82,5	20,6
Total	208,5	273,2	285	693,5	Desc:	
Evg	20,9	27,3	28,5	69,4		
Max	40	44.4	59.3	217.9	Latest	
Min	12.5	18	11.9	24.6	Fastest	

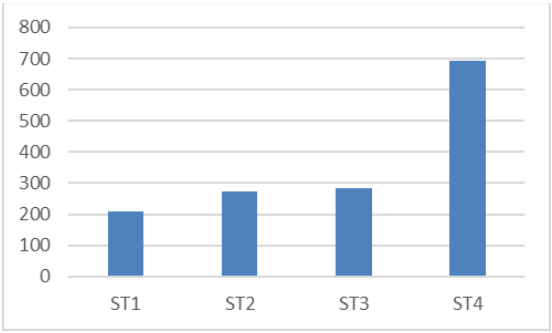

Fig. 5. Total Completion Time for Each Scenario

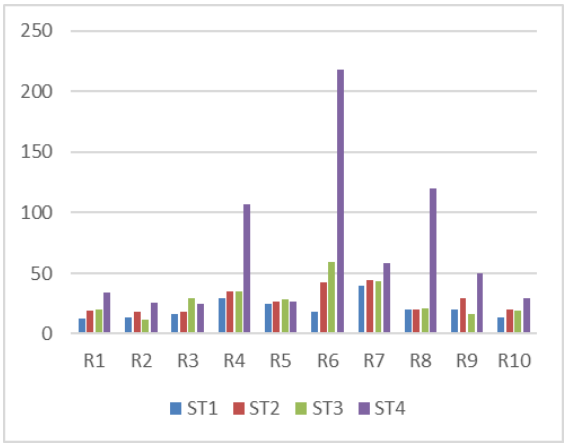

Fig. 6. Total Completion Time for Each Scenario Based on Respondents

The next step is to calculate the ORE (Overall Relative Efficiency). This calculation involves comparing the ratio of the time obtained from respondents who successfully completed the task with the total time required for each task scenario. Using the ORE formula, which compares the ratio of completion time by successful respondents to the average total time of the task scenario, can provide an idea of the relative efficiency of each respondent in responding to a given task. This process makes it possible to assess the extent to which the time spent by each individual reflects the level of efficiency relative to the overall time required to complete the

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task. The ORE calculation is a useful tool for understanding the extent to which respondents are able to complete tasks efficiently in the context of usability testing on the OASE UIN Jakarta website.

Table 3.
Time and Description of Successful Completion of the Task Scenario by Each

Respon-dens	ST 1		ST2		ST3		ST4		Total
	Time	Desc	Time	Desc	Time	Desc	Time	Desc	
R1	12,5	succeed	19,2	succeed	20,5	succeed	34,4	succeed	86,6
R2	13,4	succeed	18	succeed	11,9	succeed	26,1	succeed	69,4
R3	15,9	succeed	18	succeed	29,5	succeed	24,6	succeed	88
R4	29,5	succeed	35	succeed	35	succeed	106,8	Not succeed	206,3
R5	24,8	succeed	27	succeed	28,4	succeed	26,4	succeed	106,6
R6	18,6	succeed	42,3	succeed	59,3	Not succeed	217,9	Not succeed	338,1
R7	40	succeed	44,4	succeed	43,5	succeed	58	succeed	185,9
R8	19,9	succeed	19,7	succeed	21,3	Not succeed	119,9	succeed	180,8
R9	20,3	succeed	29,2	succeed	16,4	succeed	50,1	Not succeed	116
R10	13,6	succeed	20,4	succeed	19,2	succeed	29,3	succeed	82,5

The Overall Relative Efficiency (ORE) calculation is used to determine the efficiency value of usability testing on the OASE UIN Jakarta website, and is explained through the following equation:

ORE = ((1 × 12,5) + (1 × 19,2) + (1 × 20,5) + (1 × 34,4) + (1 × 13,4) + (1 × 18) + (1 × 11,9) + (1 × 26,1) + (1 × 15,9) + (1 × 18) + (1 × 29,5) + (1 × 24,6) + (1 × 29,5) + (1 × 35) + (1 × 35) + (0 × 106,8) + (1 × 24,8) + (1 × 27) + (1 × 28,4) + (1 × 26,4) + (1 × 18,6) + (1 × 42,3) + (0 × 59,3) + (0 × 217,9) + (1 × 40) + (1 × 44,4) + (1 × 43,5) + (1 × 58) + (1 × 19,9) + (1 × 19,7) + (0 × 21,3) + (1 × 119,9) + (1 × 20,3) + (1 × 29,2) + (1 × 16,4) + (0 × 50,1) + (1 × 13,6) + (1 × 20,4) + (1 × 19,2) + (1 × 29,3))/(86,6 + 69,4 + 88 + 206,3 + 106,6 + 338,1 + 185,9 + 180,8 + 116 + 82,5) × 100%

ORE = 1004,8/1460,2 x 100%

ORE = 0,688 x 100%= 68,8%

The results of the efficiency value from usability testing on the OASE UIN Jakarta website, which was calculated using the Overall Relative Efficiency (ORE) calculation for the three task scenarios, was 68.8%. This value reflects the ratio of the efficiency of respondents who successfully complete the task compared to the average total time required for each task scenario. The following are some suggestions and recommendations for improving the OASE UIN Jakarta website interface, which have been identified through analysis from examiners and responses from respondents:

Table 4. Improvement Recommendations by Author

No	Task Scenario	Problem	Recommendations
1	Registration Feature Search	1. There are too many steps that must be taken to find the competition registration link 2. The size and color of the "register" button is less conspicuous	1. It would be better if the registration button is on the landing page so that users don't have to look for the registration button 2. Improve the "register" button so that it is easily visible to users

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2	Search Competition Technical Guidelines	1. The OASE logo is too big so it is difficult for users to find the information they want to search for 2. Field options per competition type	1 Fix so that the competition field options can be seen when first opening the competition type page 2. Fix it so that the field options per competition type are more easily visible to the user
3	Search for Announcements of Final Contest Participants	The information on the announcement page looks complex and difficult to understand (all announcements are on one page) 2. The choice of text color for plain text and hyperlinks is difficult to differentiate	1. Special categories are given for each type of announcement or based on the type of competition 2. It is best for hyperlinks to make highlights that are more striking and different from regular text
4	Search for Final Competition Locations	1. Users have difficulty getting information because there is too much writing on the announcement page 2. The information is too mixed up at each point so that the user is a bit confused in getting the information 3. Too many location map links on the final competition location page.	1. the announcement information, icons can be made that look refreshing rather than just containing text 2. Special categories are given for each type of announcement 3. Following buttons and more striking copywriting for the map link for the main final location so that users can find it more easily.

Table 5.
Recommendations for Improvement by Respondents Recommendation Respondents

Respondens	Recommendations
R1	S1: The registration page only contains one button to register and there is too much unused space. It would be better if the registration button at home directly leads to the registration form link, it doesn't need to lead to the registration page. S2: the oasis logo and oasis mascot take up too much space even though they are not really needed, especially for each page. Important information such as competition field options should be visible when you first open the competition type page. S3: The information on the announcement page looks complex and difficult to understand. It is best to give special categories for each type of announcement or based on the type of competition S4: It is recommended that the location of the final round and information regarding other final rounds be put into one category or section called the final round
R2	S1: Good enough!! S2: It's quite informative but there are too many forms of writing, maybe the appearance could be varied

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	S3: The final participants should be highlighted more, whether in the form of a striking color or a different section S4: In the announcement menu the information provided is too much written so it makes you confused and dizzy. The suggestion might be that you can make an attractive button for each point (the shape can be vector or icon) to make it more interesting or you can also make it drop down so you don't have to write everything.
R3	S1: I think the page is clear enough, but the 'register' button is very small, the writing is too small compared to other elements on the website. You can make the font bigger so it looks clearer S2: the OASE logo is really big and too at the beginning, it's better to put the field at the beginning when opening the page so it's clearer S3: very unclear and less formal for a national website. the registration link is very messy and there is no clear information about pink that can be accessed because it is not arranged uniformly and the font colors are different without a clear purpose S4: there should be a section for announcements about the final competition so it doesn't get mixed up with other information
R4	S1: The UI display is quite good, making it very easy for users to access information. As long as I access there are no problems at all S2: It's good, but it would be better if the 3 debate options were in a box so that the user clearly knows that the section is clickable S3: The UI can be improved further, creating several sections depending on the type of announcement (preliminary, final announcement) so that users are not confused about reading existing paragraphs
R5	S4: It would be better if the UI was improved, a special section was created for the location which will then be directed to detailed locations containing rooms. R5 S1: the writing on the list is too small, the colors are too bright The register button is located too far from the start page so finding it is a bit difficult S2: the distance from the main point is very far, the title doesn't need to have stars" it seems like haha, there are too many blanks S3: The link is a bit ambiguous because there are 2 blocks at one point S4: Because there are so many articles that it is difficult to find them, each section is categorized to make it easier for users to search
R6	S1: I think the page is quite clear, but the 'register' button is very small, the writing is compared to other elements on the website. You can make the font bigger so it looks clearer S2: the OASE logo is really big and too at the beginning, it's better to put the field at the beginning when opening the page so it's clearer S3: very unclear and less formal for a national website. The registration links are very messy and there is no clear information about the links that can be accessed because they are not arranged uniformly and the font colors are different without a clear purpose. S4: I think the information regarding the address is complete but it is very messy and doesn't look formal
R7	The UI display is quite good, making it very easy for users to access information. As long as I access there are no problems at all S2: Very easy for users to access existing information, the information presented is not complicated and goes straight to the information in question

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	S3: It is best to add the words "following link" if there is a link you want to include. Because there are some users who don't understand about clicking colored links like on the oasis web S4: The appearance of the web when displaying the link is less attractive because the color of the link is not possible. My input is that the link should be given a strong color such as red and there should be information like "here is the location link" above the link that will be included on the website
R8	S1: maybe it would be better if point 3 directly said registration S2: quite good and smooth S3: too much writing. It's better if you make it into boxes or symbols like that S4: it's too difficult to find the destination, because there's too much writing, it doesn't feel neat enough so you get confused when you look at the website
R9	S1: pretty good! S2: It's quite informative but there are too many forms of writing, maybe the appearance could be varied S3: The final participants should be highlighted more, whether in the form of a striking color or a different section S4: In the announcement menu the information provided is too much written so it makes you confused and dizzy. The suggestion might be that each point could be made into an attractive button (the shape could be vector or icon) to make it more interesting or it could also be made into a drop down so it's not full of text.
R10	S1: criticism: the location of the list button is a little difficult. It's better to put it at the top and if the logo is too big it's better not to use it anymore. S2: it's already informative, but maybe it would be better to create a separate competition type page so that it directly displays information about the competition type parts S3: too much writing so it's confusing, maybe it's better to categorize it more. S4: there should be a section for announcements about the final competition so it doesn't get mixed up with other information

CONCLUTION

By testing the usability level using the cognitive walkthrough method, an evaluation was carried out on the effectiveness and efficiency of the OASE website by applying four task scenarios carried out by ten respondents. The analysis results show that the OASE website has a usability level that is in the medium category. The effectiveness level reached 87.5%, while the efficiency level was 68.8%. However, this middle percentage is related to a number of respondents who still face difficulties in completing the given task scenario. This evaluation provides a comprehensive picture of website performance, and the need for improvements to improve usability, especially in terms of task efficiency which can affect the overall user experience. The results of this test revealed that 60% of respondents succeeded in completing the four task scenarios perfectly and without making any mistakes. The task scenario that recorded the highest number of errors was Task Scenario 4, where respondents were required to find information related to “Final Race Location Search”. The difficulties faced by respondents in this task scenario were caused by the abundance of information on the announcement page which was presented in detail and in the form of long text, as well as the large number of links to maps of the final competition locations available, which made it a challenge to find the information needed. This evaluation provides additional insight into areas that require improvement and simplification to improve navigability and user experience on related pages.

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The level of usability that has not yet reached standards in the aspects of effectiveness and efficiency shows that the OASE UIN Jakarta website requires interface optimization. After conducting testing with respondents, the testers provided a number of recommendations for improving the interface. These recommendations include increasing the visibility of the "register" button to make it easier for users to identify, dividing special categories for announcements based on the type of competition or certain criteria on the announcement page. Additionally, the suggestions also involve changes to clickable and non-clickable links to differentiate them, improving button clarity and writing for the main final location map link, adding attractive icons to replace redundant text, reducing the size and rearranging the OASE logo that are too large on each page, as well as refreshing the interface layout to achieve better attractiveness. By implementing these recommendations, it is hoped that significant improvements to the website interface can increase the level of usability and overall user experience.

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