DAFTAR PUSTAKA

- [1] V. M. Bradley, "Learning management system (LMS) use with online instruction," International Journal of Technology in Education, vol. 4, no. 1, pp. 68–92, 2021, doi: https://doi.org/10.46328/ijte.36.
- [2] W. Takashi Nakamura, E. Harada Teixeira de Oliveira, and T. Conte, "Usability and User Experience Evaluation of Learning Management Systems - A Systematic Mapping Study," Proceedings of the 19th International Conference on Enterprise Information Systems, 2017, doi: https://doi.org/10.5220/0006363100970108.
- [3] J. Gerhardsen, *Evaluating the user experience of a learning management system: to improve usability*, Dissertation, 2023.
- [4] D. Al-Fraihat, M. Joy, R. Masa'deh, and J. Sinclair, "The important elements of LMS design that affect user engagement," *Australas. J. Educ. Technol.*, vol. 33, no. 1, pp. 26–43, 2017.
- [5] A. Bangor, P. Kortum, and J. Miller, "Determining what individual SUS scores mean: Adding an adjective rating scale," *J. Usability Stud.*, vol. 4, no. 3, pp. 114–123, 2009.
- [6] G. Gay and H. Hembrooke, *Activity-Centered Design: An Ecological Approach to Designing Smart Tools and Usable Systems*, MIT Press, 2004.
- [7] T. L. Diandraputri and G. S. Niwanputri, "Activity-Centered Design of Web User Experience: A One-Stop Application for Design Sprints," in *2021 Int. Conf. Data and Software Engineering (ICoDSE)*, Bandung, Indonesia, 2021, pp. 1–6, doi: 10.1109/ICoDSE53690.2021.9648478.
- [8] Aaliyah Frances Damilig, D. V. Resoles, M. M. Datucali, and J. Juvyjoy, "Redesign of the myLPU Mobile Application of Lyceum of the Philippines University," 2022 7th International Conference on Business and Industrial

- Research (ICBIR), pp. 1232–1237, May 2023, doi: https://doi.org/10.1109/icbir57571.2023.10147485.
- [9] F. Adnan, R. A. Sholikah, and T. A. Nugrahani, "Enhancing the User Interface and User Experience of SiKeren Presence Mobile Application With User Centered Design Method," in *2023 Int. Conf. Information Technology and Computing (ICITCOM)*, Yogyakarta, Indonesia, 2023, pp. 96–101.
- [10] D. Saffer, "Designing for Interaction: Creating Innovative Applications and Devices," 2nd ed., p. 25, Berkeley, CA: New Riders, 2010.
- [11] N. Limantara, R. Renaldi, and C. Filicia, "Redesign of E-Commerce Mobile Application with Design Thinking Method: A Case Study of RP2, Online Household Retailer," ComTech: Computer, Mathematics and Engineering Applications, vol. 12, no. 2, pp. 89–98, Nov. 2021, doi: https://doi.org/10.21512/comtech.v12i2.6851.
- [12] E. Yıldız, M. Tuncay. Sarıtaş, and H. Can ŞENEL, "Examining the Attitudes and Intention to Use Synchronous Distance Learning Technology among Pre-service Teachers: A Qualitative Perspective of Technology Acceptance Model," American Journal of Educational Research, vol. 3, no. 10A, pp. 17–25, Oct. 2015, doi: https://doi.org/10.12691/education-3-10a-3.
- [13] Intakhab A.Khan, "Electronic Learning Management System: Relevance, Challenges and Preparedness," Journal of Emerging Technologies and Innovative Research, vol. 7, no. 5, pp. 471–480471–480, May 2020.
- [14] S. Al-Sharhan, A. Al-Hunaiyyan, R. Alhajri, and N. Al-Huwail, "Utilization of Learning Management System (LMS) Among Instructors and Students," in *Lecture Notes in Electrical Engineering*, vol. 619, Springer Singapore, 2020.

- [15] J. Preece, Y. Rogers, and H. Sharp, *Interaction Design: Beyond Human-Computer Interaction*, 5th ed., pp. 2–524, Indianapolis, IN: John Wiley & Sons, Inc., 2019.
- [16] J. Nielsen, "Why you only need to test with 5 users," Nielsen Norman Group, Mar. 18, 2000. https://www.nngroup.com/articles/why-you-only-need-to-test-with-5-users/ [Accessed 14th June 2025].
- [17] J. Nielsen and R. Budiu, "Success Rate: The Simplest Usability Metric,"

 Nielsen Norman Group, Feb. 17, 2021.

 https://www.nngroup.com/articles/success-rate-the-simplest-usabilitymetric/ [Accessed 14th June 2025].
- [18] J. Sauro, "MeasuringU: What Is A Good Task-Completion Rate?," Measuringu.com, 2011. https://measuringu.com/task-completion/ [Accessed 14th June 2025].
- [19] Y. Thamilarasan, R. Raja, M. Osman, L. Salahuddin, W. Yaakob, and Kasturi Kanchymalay, "Enhanced System Usability Scale using the Software Quality Standard Approach," Engineering Technology \& Applied Science Research, vol. 13, no. 5, pp. 11779–11784, Oct. 2023, doi: https://doi.org/10.48084/etasr.5971.
- [20] P. Laubheimer, "Beyond the NPS: Measuring Perceived Usability with the SUS, NASA-TLX, and the Single Ease Question After Tasks and Usability Tests," Nielsen Norman Group, Feb. 11, 2018. https://www.nngroup.com/articles/measuring-perceived-usability/ [Accessed 14th June 2025].
- [21] J. Sauro, "MeasuringU: 10 Things To Know About The Single Ease Question (SEQ)," measuringu.com, 2012. https://measuringu.com/seq10/ [Accessed 14th June 2025].
- [22] I. Made, E. Agustini, I. Made, Gede Indrawan, and M. Hakimi, "IMPROVING DIGITAL LEARNING: EVALUATING THE U LEARN LMS WITH THE SYSTEM USABILITY SCALE," JIPI (Jurnal Ilmiah Penelitian dan

- Pembelajaran Informatika), vol. 9, no. 4, pp. 2325–2332, Nov. 2024, doi: https://doi.org/10.29100/jipi.v9i4.6910.
- [23] K. Moran and K. Gordon, "How to Conduct a Heuristic Evaluation," Nielsen Norman Group, Jun. 25, 2023. https://www.nngroup.com/articles/how-to-conduct-a-heuristic-evaluation/ [Accessed 14th June, 2025].
- [24] J. Nielsen, "10 Heuristics for User Interface Design," Nielsen Norman Group, Jan. 30, 2024. https://www.nngroup.com/articles/ten-usability-heuristics/ [Accessed 14th June, 2025].
- [25] Yuli Rohmiyati, S. Meriam, Noraidah Sahari, Siti Aishah Hanawi, and S. Abadi, "Enhancing Accessibility: A Heuristic Evaluation of Social Presence Interface Design for E-Resources in University Libraries," TEM Journal, pp. 2025–2035, Aug. 2024, doi: https://doi.org/10.18421/tem133-30.
- [26] S. L. Safitri, A. Herdiani, and A. Gandhi, "Redesigning Phillip's Online Electronic Mart System (POEMS) Investment Services Application using The User-Centered Design (UCD) Method," in *2022 1st Int. Conf. Software Engineering and Information Technology (ICoSEIT)*, Bandung, Indonesia, 2022, pp. 162–167.
- [27] M. A. A. Kusumah, R. I. Rokhmawati, and F. Amalia, "Evaluasi Usability Pada Website E-commerce XYZ Dengan Menggunakan Metode Cognitive Walkthrough dan System Usability Scale (SUS)," *J-PTIIK*, vol. 3, no. 5, pp. 4340–4348, Apr. 2019