

CHAPTER V

CLOSING

5.1 Conclusion

Based on the results of the usability analysis of the Trans Jatim application using the System Usability Scale (SUS) method conducted on 30 respondents from three user categories (Pra/Cabin Crew, Passengers, and Admin), the following conclusions can be drawn:

- The average SUS score of the Trans Jatim application is 84.33 out of a maximum scale of 100. This figure is above the industry standard average (68) and falls into the Excellent category based on the SUS adjective scale (Bangor et al., 2009), and is declared Acceptable based on Brooke's (1996) acceptability criteria.
- In terms of user category, the Pra (Cabin Crew) group gave the highest usability rating with an average SUS score of 84.83, followed by Passengers (84.50), and Admin (82.50). All user groups gave ratings in the Excellent category, indicating that the Trans Jatim application has a high level of ease of use for all types of users.
- In terms of user category, the Pra (Cabin Crew) group gave the highest usability rating with an average SUS score of 84.83, followed by Passengers (84.50), and Admin (82.50). All user groups gave ratings in the Excellent category, indicating that the Trans Jatim application has a high level of ease of use for all types of users.
- The aspect of user confidence (P9: "I feel confident using this application") received the lowest average value among the positive statements, namely 3.53. This condition indicates that although users already feel comfortable, there is still an opportunity to increase user confidence through simplifying the usage flow or adding interactive guides.
- The distribution of respondents' SUS scores is very consistent, with all scores falling within the range of 77.5–90.0. As many as 56.67% of respondents received a score above 85, reflecting high and even satisfaction among application users.
- Overall, the Trans Jatim application is proven to have good usability and successfully meets the ease-of-use standards expected by public transportation users in East Java.

5.2 Suggestions

Based on the results of the research and usability analysis of the Trans Jatim application using the System Usability Scale (SUS) method that has been conducted, the following are some suggestions that can be considered by future researchers regarding:

- Future research is advised to expand the number of respondents beyond 30 people and include users from various regions in East Java, so that the evaluation results are more representative and can be generalized more broadly.
- Future research can combine the SUS method with other usability evaluation methods, such as heuristic evaluation, think-aloud protocol, or the user experience questionnaire (UEQ), to obtain a more comprehensive and in-depth picture of the Trans Jatim application user experience.
- Future research can also compare the usability level of the Trans Jatim application on the Android and iOS platforms simultaneously, to determine whether there are differences in user perception based on the platform used.
- Further research can be conducted using qualitative analysis methods to explore the factors causing low scores in the aspects of user confidence (P9) and learnability (P7), so that the resulting improvement recommendations are more specific and targeted.