

stories with a total of 30 questionnaire questions, the average score obtained from 20 participants was 91.8. With this score, it can be concluded that the system interface is able to convey information well; thus, the users can obtain new knowledge about the of COVID-19 management in Gorontalo.

V. CONCLUSION

The branching user flow in using the data analysis system became the background to modify the components of the scenario in the usability test. Steps of a usability test with scenario change of the linear flow into the user story have been presented in detail. The use of ontology-based on the basic format of the user story is expected to facilitate in formulating the user story.

Given the user story, the orientation of the users would be built based upon the expected purpose. Thus, each user could more understand each step that must be done to reach a purpose. Having conducted using the user story scenario, the researcher, by using the specific feature, was able to identify if it was still difficult for the users. Of the total 30 questions in the questionnaires, 20 participants answered with an average score of 91.8. It indicates that the users are able to find insight as one of the research purposes. Then, the mean score of SUS was obtained at 75.25 with good and acceptable categories.

In addition to SUS, the user experience measurement can be measured using the Net Promoter Score (NPS). Principally, NPS measures whether the users will recommend the system to other users. There is a strong correlation between SUS and NPS. The SUS score at least must approach the number 81 to reach the recommendation or high NPS score. At the same time, this research has not achieved the recommended score yet. The next research is expected to increase the SUS score to be categorized equally to the category of NPS promoter in which this system brings a good impact and can be recommended by the users to be used by others.

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