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Analysis Of The Usability Of The E-Office System On The Effectiveness Of Performance In The Company (Case Study At PT Taman Wisata Candi)

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Abstract

This study was conducted to evaluate the usability of the e-Office system used by employees at PT Taman Wisata Candi, focusing on how it contributes to their work effectiveness. Usability plays a crucial role in digital systems, as it influences how easily users interact with a system and how satisfied they are with the experience. This research applied a descriptive quantitative method, using the System Usability Scale (SUS) questionnaire as the main tool to gather user perceptions. A total of 62 employees who actively use the e-Office system participated in the survey. The results showed an average SUS score of 78.75, placing the system in the "Good" and "Acceptable" categories. The most prominent usability aspects identified were learnability and satisfaction, indicating that users generally found the system easy to learn and pleasant to use. However, a small number of users encountered difficulties during their initial experience with the system, particularly those less familiar with digital tools. To address this, it is recommended that the company provide regular training sessions, improve the user interface, and offer accessible user guides. Overall, the e-Office system meets most usability standards based on ISO 2018 and Nielsen's framework and contributes positively to enhancing employee performance.

Keywords: usability, e-Office, System Usability Scale, work effectiveness, PT Taman Wisata Candi

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INTRODUCTION

In today's era of technological advancement, nearly all aspects of life both daily activities and professional environments are significantly influenced. Digital transformation has become a critical component of modern business strategies, particularly in improving efficiency, effectiveness, and accuracy in task execution. One concrete manifestation of this transformation is the implementation of electronic administration systems such as the Electronic Office, hereafter referred to as e-Office. Within corporate environments, including state owned enterprises such as PT Taman Wisata Candi, the use of information and communication technology has become a key element in ensuring smooth operational processes. The e-Office system offers a digital administrative management solution that replaces previously used manual, paper based systems (such as document distribution via *Takahi*). Through this system, activities such as managing incoming and outgoing correspondence, recordkeeping, and document distribution can be conducted online and more efficiently.

The utilization of the e-Office application has had a positive impact on employees in performing administrative tasks such as archiving, letter distribution, and other duties, as the system enables faster and more accurate workflows. E-Office also supports staff performance optimization by offering ease of access and efficient data management. Ultimately, this leads to increased work effectiveness and efficiency, contributing to improved employee productivity. This improvement is evident in the enhanced performance of employees who are now able to complete tasks on time and in accordance with predetermined targets. By implementing document digitalization, organizations can achieve maximum efficiency in terms of cost, manpower, cognitive effort, and work quality. According to Qolbi & Hamami (2021) and Ronald Tambunan (2021) in Hanifah & Raharja (2023), efficiency can also be defined as the achievement of results while considering the impact or consequences, without neglecting the necessary sacrifices to achieve those results. Therefore, implementing efficiency must not be done haphazardly; it requires contextual understanding as well as careful and thoughtful observation.

However, in its implementation, several challenges are often encountered, particularly regarding usability or the ease of use of the e-Office system itself. Usability is a key success factor in information system implementation, encompassing elements such as ease of learning, efficiency of use, user memory retention, and user satisfaction when operating the system. When an e-Office system possesses good usability, it is expected to make a positive contribution to employee effectiveness in completing administrative

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tasks. Based on observations conducted during the internship at PT Taman Wisata Candi, the author found that although the e-Office system has contributed to accelerating the letter distribution process and minimizing paper usage, several challenges are still experienced by users. Among these are the users' limited ability to fully understand how the system operates, as well as a low level of adaptability to new technologies particularly among older employees or those unfamiliar with digital systems. This indicates that the system's usability is not yet fully optimized from the user's perspective.

Objectives

The purpose of this research is to analyze the usability level of the e-Office system used at PT Taman Wisata Candi. The research was conducted using the System Usability Scale (SUS) method approach. The main focus in this research is to evaluate usability aspects such as learnability, efficiency, memorability, error, and satisfaction for system users, and how it contributes to the effectiveness of employee performance. In addition to evaluating usability aspects, this research also aims to identify the most dominant usability factors in influencing system acceptance and use. The results of this research will be used as a basis for developing relevant recommendations to support the improvement and development of the system in the future.

LITERATURE REVIEW

Usability

Usability refers to the extent to which a system can be effectively, efficiently, and satisfactorily used by users within a specific context (ISO, 2018). According to Jakob Nielsen (1993), usability is defined through five attributes: learnability, efficiency, memorability, error handling, and satisfaction. Rubin and Chisnell (2008) further emphasize that usability includes not only ease of use and satisfaction but also the user's tasks, environment, and context. High usability supports employee productivity by simplifying training, minimizing errors, and enhancing task completion speed. As stated by Davis (1989) in the Technology Acceptance Model, usability is strongly linked to system acceptance and plays a crucial role in determining the success and sustainability of information systems in the workplace.

Electronic Office (e-Office)

The Electronic Office (e-Office) is an IT based system designed to manage office administration digitally, including document creation, archiving, distribution, and tracking

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(Robles, 2001). According to Wahyudi (2016), e-Office aims to promote an efficient, transparent, and paperless office environment. At PT Taman Wisata Candi, the transition from manual distribution using "Takah" to a digital e-Office system significantly reduced paper use and improved the speed and traceability of document workflows.

The e-Office system offers several key functions:

1. Incoming and Outgoing Mail Management: digital logging and routing of correspondence.
2. Digital Disposition: supervisors can forward or respond to letters directly within the system.
3. Document Archiving: digital storage allows quick access and reduces physical filing.
4. System Based Approvals: documents can be approved electronically, expediting processes.
5. Notifications and Tracking: real time alerts and document tracking enhance transparency.
6. Inter Division Collaboration: shared access facilitates better teamwork across departments.

Letter Distribution Workflow

At PT Taman Wisata Candi incoming letters are scanned and recorded in the system, then distributed digitally through disposition features. Supervisors can respond without printing, and all data is archived automatically. For outgoing mail, letters are submitted digitally by the initiating unit, verified, and approved via the system before being delivered electronically. Notifications and real time tracking ensure timely and accurate communication, improving efficiency and document security.

Figure 1. Outgoing Mail Flow Using e-Office

E-Office Implementation in Other Institutions

The adoption of e-Office extends beyond PT Taman Wisata Candi and has been widely implemented across public and private institutions in Indonesia to support digital

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administration. For example, the Surabaya City Government successfully applied e-Office for digital correspondence, archiving, and interdepartmental disposition, resulting in improved efficiency and accountability (Sari & Adi, 2022).

Similarly, Yuliana and Fitria (2023) found that e-Office implementation in a public university streamlined academic documentation and interfaculty communication. These examples show that successful e-Office adoption depends on technological infrastructure, user competence, and organizational support—findings that align with the author's internship experience at PT Taman Wisata Candi. Benchmarking other institutions can help PT Taman Wisata Candi improve system responsiveness and service quality.

Letter Management

Letter management involves organizing incoming and outgoing correspondence, including recording, classifying, distributing, following up, and archiving. It plays a critical role in documentation and official communication. Digitalization through e-Office enhances this process by increasing speed, reducing errors, and ensuring accountability (Mulyadi, 2020).

Work Effectiveness

Effectiveness refers to the degree to which objectives are achieved. According to Gibson et al. (1995), work effectiveness reflects the performance outcomes of individuals or teams. In e-Office usage, effectiveness includes output quality and quantity, timeliness, process efficiency, and collaboration. A usable system supports task completion and performance improvement through accessible, intuitive features.

Relationship Between e-Office Usability and Work Effectiveness

System usability significantly influences user performance. As defined by ISO (2018), usability includes effectiveness, efficiency, and satisfaction in achieving user goals. Jakob Nielsen (1993) outlines five usability elements: learnability, efficiency, memorability, error reduction, and satisfaction that directly impact user effectiveness. A highly usable e-Office system reduces cognitive load, speeds up task execution, and enhances user satisfaction. Conversely, poor usability may hinder productivity, especially with technical issues such as system downtime or unstable networks. Therefore, this study aims to analyze how the usability of the e-Office system at PT Taman Wisata Candi

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affects employee performance in administrative tasks, particularly in letter distribution processes.

METHODOLOGY

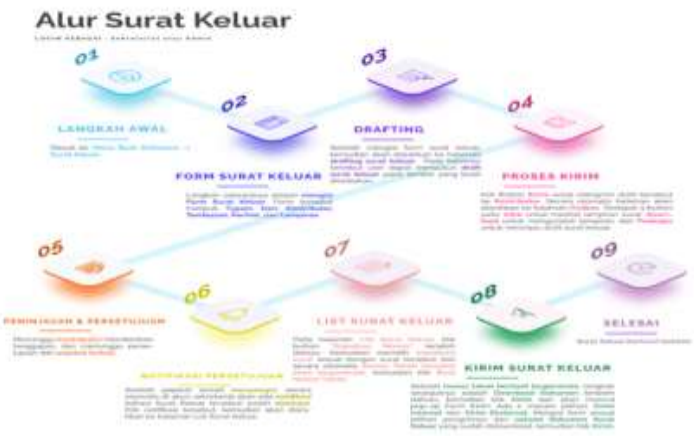
Research Approach

This study employed a descriptive quantitative approach, which aims to describe and explain phenomena based on numerical data. The purpose was to provide an objective overview of how employees at PT Taman Wisata Candi perceive the usability of the e-Office system. According to Sugiyono (2017), descriptive quantitative research is used to describe a phenomenon without analyzing complex causal relationships. This approach is suitable for usability studies, as the focus lies on user perception rather than inter variable correlations.

The primary instrument used in this research was the System Usability Scale (SUS), developed by John Brooke in 1986. The SUS consists of 10 statements rated on a 5 point Likert scale, from "strongly disagree" to "strongly agree." These statements reflect user perceptions regarding ease of use, feature consistency, and overall comfort when using the system. SUS is widely applied in usability research due to its simplicity, speed, and reliable results. As noted by Bangor (2008), it is considered an efficient and valid tool for assessing user experience, especially in digital applications and information systems. The scale covers three key aspects of usability as defined by ISO (2018) and Nielsen (1993): effectiveness, efficiency, and user satisfaction. The resulting SUS scores, ranging from 0 to 100, were then analyzed descriptively to determine the overall usability level of the e-Office system from the user's perspective.

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Data Sources and Data Collection Techniques

The data used in this study are primary data collected through the distribution of the System Usability Scale (SUS) questionnaire to selected respondents based on predetermined criteria. The respondents consisted of employees at PT Taman Wisata Candi who actively use the e-Office system in their daily work. The questionnaire was distributed online via Google Forms to facilitate efficient data collection.

This study employed a standardized questionnaire comprising 10 statements adapted from the System Usability Scale (SUS) developed by John Brooke (1986). Each item was rated on a 5 point Likert scale, ranging from strongly disagree to strongly agree. The items were designed to capture user perceptions of system ease of use and comfort. Each statement can be linked to one or more of Jakob Nielsen's (1993) five usability components: learnability, efficiency, memorability, error, and satisfaction. Thus, the questionnaire provides not only a general usability score but also insight into specific user experience aspects.

The indicators and their corresponding usability components are as follows:

1. I would use this system frequently. (Satisfaction)
2. The system is unnecessarily complex. (Error)
3. I find the system easy to use. (Learnability)
4. I think I would need technical support to use this system. (Learnability/Error)
5. I think the various functions are well integrated. (Efficiency/Memorability)
6. I found many inconsistencies in the system. (Error)

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7. I imagine most people would learn to use this system quickly. (Learnability)
8. I found the system very cumbersome to use. (Error)
9. I felt confident using the system. (Satisfaction)
10. I needed to learn a lot before I could use the system. (Learnability)

The final SUS score is calculated using the standard SUS scoring method and interpreted into usability categories.

Population

According to Sugiyono (2017), a population refers to a group of subjects or objects with specific characteristics determined by the researcher, forming the basis for observations and conclusions. In this study, the population was specifically defined, as not all employees were directly involved in the use of the e-Office system. The population consisted of all employees at PT Taman Wisata Candi who use the e-Office system in their work. However, since this research did not employ random sampling, a non probability sampling technique was used.

Samples and Sampling Techniques

This study applied a non-probability sampling method using purposive sampling, where participants were selected based on specific criteria defined by the researcher. As explained by Sugiyono (2017), purposive sampling is used when researchers deliberately choose respondents believed to provide data relevant to the research objectives. In this study, only employees with direct experience using the e-Office system were selected as respondents to ensure data relevance and credibility. The sampling criteria were:

- Active employees of PT Taman Wisata Candi.
- Have used or are currently using the e-Office system for at least one month.
- Willing to voluntarily and fully complete the questionnaire.

Purposive sampling was chosen because not all employees use the e-Office system. Therefore, only those with relevant experience were included in the sample.

The data obtained from the questionnaire will be processed through the following steps:

Recapitulating answers from 10 SUS statements.

Calculating the score of each respondent based on the standard SUS formula:

For odd items (positive): score = value - 1

For even (negative) items: score = 5 - value

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Summing up the scores and multiplying the total by 2.5 to obtain the final usability score (0-100 scale).

Analyzing the data descriptively to see the distribution of scores and the average usability of e-Office at PT TWC.

RESULTS AND DISCUSSION

The research was conducted using a quantitative approach with the System Usability Scale (SUS) instrument distributed to internal company respondents who use the e-Office system in their daily work activities. The analysis process includes data recapitulation, SUS score calculation, validity and reliability tests, and interpretation of results based on usability standard categories.effectively, efficiently, and oriented to the needs of partners. Thus, the results of this analysis are expected not only to serve as a means of internal evaluation, but also as a basis for formulating public service policies in the field of national food distribution.

Analysis of the Current System

The e-Office system implemented by PT Taman Wisata Candi is part of its digital transformation initiative aimed at improving administrative efficiency. This system enables the digital management of documents and correspondence, including the recording of incoming and outgoing letters, digital disposition, archiving, system based approval processes, and document tracking. All processes are conducted online, significantly reducing paper usage and accelerating workflow across divisions.

Based on the author's observations, the e-Office system has been running effectively. Users are generally familiar with the basic operations of the system. However, several minor issues have been identified, such as network connectivity problems and limitations with certain devices. To further examine the system, the research continued with the distribution of a questionnaire to employees of PT Taman Wisata Candi who use the e-Office system in their daily tasks. The collected data will be analyzed to assess the usability of the system within the organization.

Data Collection

Data collection was conducted through the distribution of the System Usability Scale (SUS) questionnaire to respondents who are active employees of PT Taman Wisata Candi. Respondents were selected using purposive sampling, targeting employees who actively use the e-Office system in their work. The questionnaire

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consisted of 10 statements evaluating users' perceptions of the e-Office system, covering aspects such as ease of use, clarity of features, comfort, and confidence while using the system. A 5 point Likert scale was used for assessment.

The questionnaire was distributed online via Google Forms to facilitate efficient distribution and time management. All respondents completed the questionnaire in full, and no data were excluded. The collected data were then recorded, processed, and analyzed using the SUS method to generate a general overview of the e-Office system's usability level based on users' direct evaluations.

Respondent Characteristics

The purpose of describing respondent characteristics is to provide a general profile of those involved in this study. These characteristics include basic demographic information such as gender, age range, and organizational unit or division. This analysis helps to identify the demographic distribution of the respondents, enabling the researcher to understand potential background factors that might influence their evaluation of the e-Office system at PT Taman Wisata Candi. Further explanation of these characteristics is provided in the following subsections.

Respondents by Gender

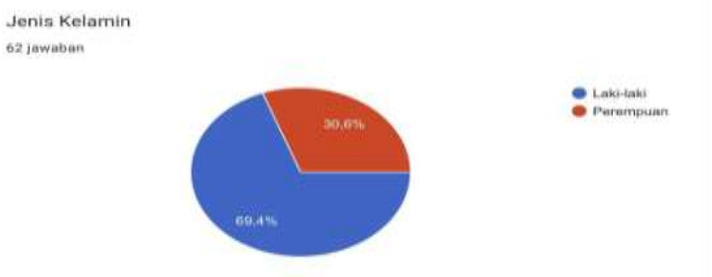


Figure 2. Demographic Diagram of Respondent Gender

Based on the data shown in Figure 2, the respondents consisted of 34 males (55%) and 28 females (45%). This composition reflects a relatively balanced gender distribution among e-Office users at PT Taman Wisata Candi, indicating that the system is accessed and utilized across genders without any dominance or restriction. Therefore, the usability analysis in this study reflects perceptions from both gender groups equally.

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Respondents by Age Group

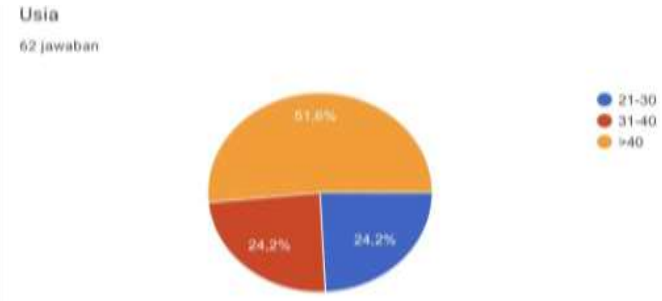


Figure 3. Demographic Diagram of Respondent Age

According to the data in Figure 3, respondents were divided into three age groups:

- 26–35 years: 40 respondents (65%)
- 36–45 years: 15 respondents (24%)
- Above 45 years: 7 respondents (11%)

The majority of respondents were in the 26–35 age range, a productive group typically more adaptive to technology use. This is significant because the perceptions of this demographic may represent how easily users can adapt to a digital system like e-Office.

Respondents came from various departments, including administration, operations, marketing, and security. This indicates that the e-Office system has been implemented across all operational aspects of the company. The dominance of respondents from the administrative division is expected, as they are the main users of the system in document and correspondence management. Nevertheless, participation from other departments is also crucial to provide a more comprehensive view of the system's effectiveness and usability across different job contexts.

Questionnaire Data Analysis

This section discusses the processing and analysis of data obtained from the System Usability Scale (SUS) questionnaire, which was completed by 62 respondents. The data analysis includes validity testing, reliability testing, final SUS score calculation, and the interpretation of the e-Office system's usability level based on the resulting scores.

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Validity Test

The validity test aims to ensure that each question in the questionnaire accurately represents the usability aspects intended to be measured. At this stage, the Pearson Product Moment Correlation analysis was used, correlating each item in the questionnaire with the respondent's total score. The Pearson correlation helps determine the strength of the relationship between each individual item score and the total score. An item is considered valid if the correlation coefficient (r-count) is greater than the critical value (r-table).

Based on the results of the validity test shown in the table, the Pearson correlation values indicate that all items in this questionnaire have r-count values greater than the r-table value (0.2500). In this study, the r-table value for n = 62 is 0.250. All tested items produced r-count values > 0.250. Therefore, all questionnaire items are considered valid and suitable for measuring user evaluations of the e-Office system. This indicates that each question aligns with the intended usability aspects, such as learnability, efficiency, memorability, error handling, and satisfaction.

Table 1. Data Validity Test & Interpretation Validity Tes

Correlations

		P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	TOTAL
P1	Pearson Correlation	1	.035	.345**	.351**	-.093	.027	.286*	.078	.218	.144	.471**
	Sig. (2-tailed)		.789	.006	.005	.470	.837	.024	.545	.089	.264	.000
	N	62	62	62	62	62	62	62	62	62	62	62
P2	Pearson Correlation	.035	1	.031	.313*	-.075	.140	.081	-.062	.053	-.156	.306*
	Sig. (2-tailed)	.789		.810	.013	.561	.278	.532	.633	.684	.226	.016
	N	62	62	62	62	62	62	62	62	62	62	62
P3	Pearson Correlation	.345**	.031	1	.338**	.221	-.069	.253*	.195	.278*	.167	.560**
	Sig. (2-tailed)	.006	.810		.007	.084	.593	.047	.129	.029	.194	.000
	N	62	62	62	62	62	62	62	62	62	62	62
P4	Pearson Correlation	.351**	.313*	.338**	1	.169	.093	.171	.196	.189	.162	.666**
	Sig. (2-tailed)	.005	.013	.007		.189	.473	.183	.128	.142	.207	.000
	N	62	62	62	62	62	62	62	62	62	62	62
P5	Pearson Correlation	-.093	-.075	.221	.169	1	.217	.069	.230	.117	.080	.392**
	Sig. (2-tailed)	.470	.561	.084	.189		.090	.592	.073	.367	.535	.002
	N	62	62	62	62	62	62	62	62	62	62	62
P6	Pearson Correlation	.027	.140	-.069	.093	.217	1	.059	-.006	.023	-.025	.317*
	Sig. (2-tailed)	.837	.278	.593	.473	.090		.647	.964	.856	.847	.013
	N	62	62	62	62	62	62	62	62	62	62	62
P7	Pearson Correlation	.286*	.081	.253*	.171	.069	.059	1	.193	.391**	.191	.558**
	Sig. (2-tailed)	.024	.532	.047	.183	.592	.647		.133	.002	.138	.000
	N	62	62	62	62	62	62	62	62	62	62	62
P8	Pearson Correlation	.078	-.062	.195	.196	.230	-.006	.193	1	.325**	.058	.491**
	Sig. (2-tailed)	.545	.633	.129	.128	.073	.964	.133		.010	.656	.000
	N	62	62	62	62	62	62	62	62	62	62	62
P9	Pearson Correlation	.218	.053	.278*	.189	.117	.023	.391**	.325**	1	.153	.567**
	Sig. (2-tailed)	.089	.684	.029	.142	.367	.856	.002	.010		.236	.000
	N	62	62	62	62	62	62	62	62	62	62	62
P10	Pearson Correlation	.144	-.156	.167	.162	.080	-.025	.191	.058	.153	1	.362**
	Sig. (2-tailed)	.264	.226	.194	.207	.535	.847	.138	.656	.236		.004
	N	62	62	62	62	62	62	62	62	62	62	62
TOTAL	Pearson Correlation	.471**	.306*	.560**	.666**	.392**	.317*	.558**	.491**	.567**	.362**	1
	Sig. (2-tailed)	.000	.016	.000	.000	.002	.012	.000	.000	.000	.004	
	N	62	62	62	62	62	62	62	62	62	62	62

**. Correlation is significant at the 0.01 level (2-tailed).
*. Correlation is significant at the 0.05 level (2-tailed).

Interpretasi Uji Validitas
Nilai tabel r untuk df 60 (62-2) : 0,2500
Syarat uji valid: r hitung > r tabel, maka semua pertanyaan valid karena nilai r hitung *(Pearson Correlation)* lebih besar dari 0,2500

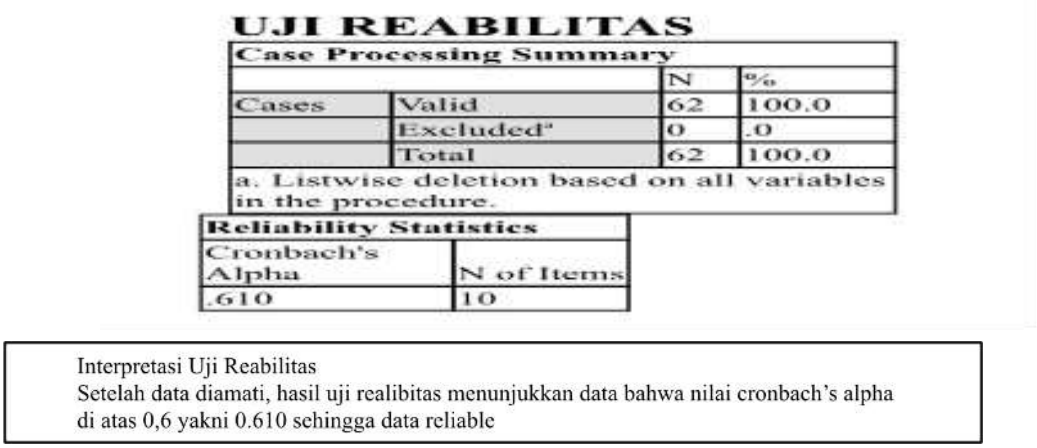
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Reliability Test

The reliability test was conducted to determine the extent to which the questionnaire instrument produces consistent data. This test uses the Cronbach's Alpha coefficient, a statistical technique that measures the reliability of a scale or questionnaire and assesses the internal consistency of an instrument.

Table 2. Reliability Test Results



UJI REABILITAS

Case Processing Summary

		N	%
Cases	Valid	62	100.0
	Excluded[a]	0	.0
	Total	62	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.610	10

Interpretasi Uji Reabilitas
Setelah data diamati, hasil uji realibitas menunjukkan data bahwa nilai cronbach's alpha di atas 0,6 yakni 0.610 sehingga data reliable

\Nilai Alpha	Interpretasi
> 0.90	Sangat reliabel *(excellent)*
0.70 – 0.90	Reliabel *(good)*
0.60 – 0.70	Cukup reliabel *(acceptable)*
< 0.60	Tidak reliabel *(poor)*

Figure 4. Interpretation of the Reliability Test
Source: Primary Data

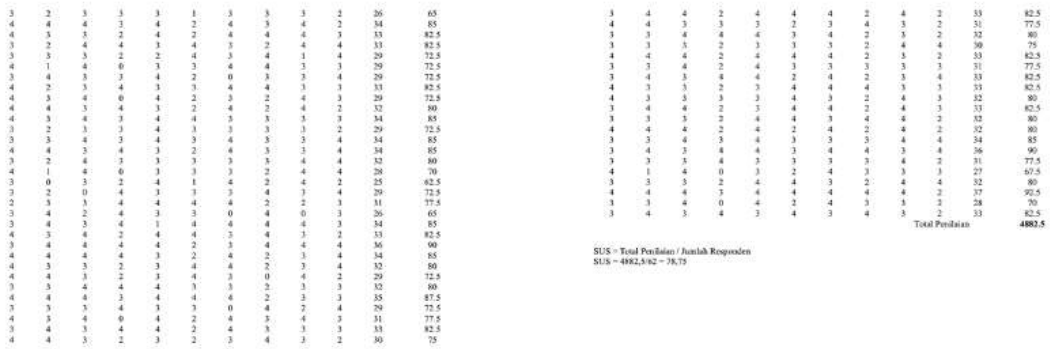
Based on the data above, the obtained Cronbach's Alpha value is 0.610. This value exceeds the minimum threshold of 0.60, indicating that the instrument has acceptable reliability. Therefore, all items in the SUS questionnaire are considered sufficiently consistent and can be used to measure respondents' perceptions of the e-Office system's usability. It can also be concluded that the questionnaire demonstrates adequate reliability and can be trusted for further analysis.

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SUS Score Recapitulation and Average

Table 3. Recapitulation and Average SUS Score



Source: Primary Data

After collecting data from 62 respondents using the System Usability Scale (SUS) questionnaire, the researcher processed the data to calculate the usability score of the e-Office system. The calculation followed the standard procedure proposed by Brooke (1986), as follows:

1. For odd numbered (positive) items, subtract 1 from the user's score.
2. For even numbered (negative) items, subtract the score from 5.
3. Sum the adjusted scores of all 10 items and multiply by 2.5 to get a final score ranging from 0 to 100.

The total SUS score obtained was 4,882.5 from 62 respondents. Thus, the average SUS score is calculated as follows:

SUS = Total Score / Number of Respondents = 4,882.5 / 62 = **78.75**

This score indicates that, in general, the e-Office system has good usability and is well accepted by its users. It reflects the overall perception of ease, comfort, and efficiency in using the system among employees at PT Taman Wisata Candi.

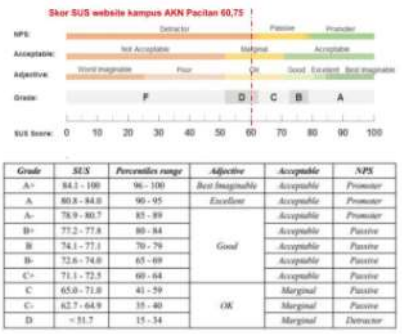
SUS Score Interpretation by Usability Category

To better understand the meaning of the obtained SUS score, an interpretation is made based on the standard SUS interpretation guideline proposed by Bangor (2009).

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The interpretation includes the following categories: Grade Scale, Adjective Rating, Acceptability Range, and Net Promoter Category.



Grade	SUS	Percentiles range	Adjective	Acceptable	NPS
A+	84.1 - 100	96 - 100	Best Imaginable	Acceptable	Promoter
A	80.8 - 84.0	90 - 95	Excellent	Acceptable	Promoter
A-	78.9 - 80.7	85 - 89		Acceptable	Promoter
B+	77.2 - 77.8	80 - 84		Acceptable	Passive
B	74.1 - 77.1	70 - 79	Good	Acceptable	Passive
B-	72.6 - 74.0	65 - 69		Acceptable	Passive
C+	71.1 - 72.5	60 - 64		Acceptable	Passive
C	65.0 - 71.0	41 - 59		Marginal	Passive
C-	62.7 - 64.9	35 - 40	OK	Marginal	Passive
D	< 51.7	15 - 34		Marginal	Detractor

Interpretasi SUS:

1. Grade Scale, nilai SUS 78,75 masuk ke dalam skala kelas peringkat B+ yang berarti aplikasi e-Office baik
2. Adjective rating, nilai SUS 78,75 masuk ke dalam kategori *Good* dimana aplikasi e-Office terbilang bagus
3. Acceptability ranges, nilai SUS 78,75 termasuk *Acceptable*
4. Percentile Rank, nilai SUS 78,75 berada pada kisaran 80 – 84
5. Net Promoter Score, nilai SUS 78,75 termasuk dalam kelas *Passive* yang berarti pengguna tidak memberikan respons positif ataupun negative dalam merekomendasikan aplikasi e-Office kepada orang lain

Figure 5. SUS Usability Category Interpretation

With a SUS score of 78.75, the e-Office system falls into the following categories:

- **Grade Scale: B+**
- **Adjective Rating: Good**
- **Acceptability Range: Acceptable**
- **Net Promoter Category: Passive**
- **Percentile Rank: 80–84**

This score indicates that users evaluate the system positively, although there is still room for improvement to reach the levels of "Excellent" or "Very Good." A Grade of B+ reflects that the system performs well in terms of usability but does not yet reach the highest usability tier.

The "Passive" classification in the Net Promoter Score suggests that while most users consider the system good, it may not yet be compelling enough to be actively recommended to others. This could be due to factors such as a less than optimal interface or a lack of comprehensive training for new users.

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In conclusion, this score interpretation supports the notion that the e-Office system meets most usability criteria, including ease of learning, efficiency, and user satisfaction.

DISCUSSION

Based on the results of the System Usability Scale (SUS) questionnaire analysis, the average score obtained was 78.75 from a total of 62 respondents. This score indicates that the e-Office system at PT Taman Wisata Candi demonstrates a good level of usability and has been well accepted by its users. These findings answer the first research question, namely, that the e-Office system supports the effectiveness of employee performance, particularly in managing incoming and outgoing correspondence, which was previously handled manually. The implementation of the system has resulted in faster, more efficient, and better-documented workflows.

In relation to the ISO (2018) usability framework, usability encompasses three key elements: effectiveness, efficiency, and user satisfaction. The analysis shows that all three elements are reflected in the respondents' assessments: the system effectively supports task completion (effectiveness), streamlines work processes (efficiency), and offers a comfortable user experience (satisfaction). Furthermore, according to Nielsen's (1993) usability theory, usability comprises five components: learnability, efficiency, memorability, error handling, and satisfaction. The questionnaire results indicate that learnability and satisfaction received the highest scores, suggesting that the system is easy to learn and generally liked by users. This addresses the second research question, identifying learnability and satisfaction as the most dominant usability components.

The highest-rated statements in the SUS questionnaire were "I feel confident using this system" and "I found the system easy to use," which reflect high levels of satisfaction and ease of learning. Conversely, the lowest score was associated with the statement suggesting that users needed to learn many things before being able to use the system effectively. This highlights that some users particularly those unfamiliar with digital systems or lacking prior training experienced initial difficulty when using the e-Office system. Therefore, there remains a need for initial assistance or technical guidance to help all users adapt more quickly and utilize the system's features optimally.

CONCLUSION

Based on the findings, the e-Office system at PT Taman Wisata Candi demonstrates a good level of usability, with a SUS average score of 78.75 categorized as "Good" and "Acceptable." This indicates the system is suitable and comfortable for

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digital administrative tasks. It contributes positively to employee productivity, particularly in managing correspondence, disposition, and document archiving, by improving workflow efficiency and reducing reliance on physical documents. The most dominant usability components identified are learnability and user satisfaction, supported by users' confidence and ease of use. However, a small portion of users still encounter initial difficulties, especially those unfamiliar with digital systems or lacking prior training. Thus, regular training, user-friendly interfaces, and clear usage guides are recommended to ensure optimal system adoption. Overall, the study supports usability theories from ISO (2018) and Nielsen (1993), showing the system meets most usability criteria while still offering opportunities for further improvement.

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