

Analysis of Mandirieasy Website Quality Using Thinking Aloud and Webqual 4.0 Methods

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Abstract— Employee performance is a determinant of whether or not a company advances in the future, with good performance of an employee it can make a company can develop well in the future. Therefore, the Company must train, educate and give appreciation or reward to employees so that they can develop and be motivated to provide the best performance from these employees. It takes a performance management system (PMS), to record, document, and process approval from managers to employees regarding the employee's performance. Bank Mandiri as a bank with thousands of employees already has the system, it's called the website-based MandiriEasy, which is very useful for all employees at Bank Mandiri. This study aims to analyze the quality of the website using the Thinking Aloud and Webqual 4.0 methods. Thinking Aloud is the task of the scenario user section and the examiner gives directions to participants to express thoughts, feelings, and opinions verbally during interacting with the application. The Webqual 4.0 method consists of: four categories, namely usability, information quality, interaction service, and overall quality. The results showed that the results of the percentage of 74.28% employees Agree on the Usability Dimension, on the Information Quality Dimension with a percentage result of 77.37% considered Agree by the employee, Then on the Service Dimension interaction with a percentage result of 77.16% also considered Agree by the employee and finally the Overall Satisfaction Dimension with the results of the percentage of 78.2% which is also considered Agree by employees at PT. Bank Mandiri Persero Tbk which is a user of Mandirieasy.com. Recommendations for improvement based on interviews using the thinking aloud method, namely Adjusting the font size properly and ergonomically according to its appearance. Second, Adding features such as bots or user guides on the website the first time a new user accesses the website.

Keywords— Mandirieasy; Performance; Thinking Aloud; Webqual 4.0; Website.

I. INTRODUCTION

Employee performance is a determinant of whether or not a company advances in the future, with good performance of an employee it can make a company can develop well in the future. However, if many of the employees of a company do not perform well, then it is certain that the company will not develop well, in other words, the employee's performance is directly proportional to the company's performance. Therefore, the Company must train, educate and give appreciation or reward to employees so that they can develop and be motivated to provide the best performance from these employees.

Employee Performance or also called Employee Performance has a very important factor to pay attention to so

that performance does not slack for the smooth running of the company's business. First there is the Discipline Factor or Discipline Attitude, this factor is very important for the smooth running of the company's business, every employee is expected to have a disciplined attitude to follow the rules company and carry out their respective duties responsibly and on time. The company can make policies to shape or influence the discipline attitude of each employee. The second factor is work motivation, motivation is an impulse that arises in a person consciously or unconsciously to take an action with a specific purpose. The motivation of each employee is of course different. There are employees who are motivated to work for money in order to fulfill their needs and desires. There are also those who are motivated by high positions. The third factor is compensation or incentives (reward), this factor is one that will sufficiently affect employee performance. Compensation can be given in the form of an annual bonus from the results of employee performance for 1 year. The lure of a promotion will also make employees improve their performance. Apart from being a reward for employees who work very well, this is also expected to spur other employees to work even better. The fourth factor is leadership style, employees who have good leaders will usually give good performance as well. The style of superiors in leading their employees will greatly affect the performance of the company and employees. A good leadership style is to protect employees to be able to complete their respective tasks without putting excessive pressure. The fifth factor is the work environment, another factor that will affect employee performance is the work environment. A clean and comfortable work environment will make the employee's mood calm and more focused on his work. The availability of complete work equipment also makes the employee's performance more leverage. Companies also need to pay attention to the health and safety of their employees by providing a pleasant work environment that meets their needs.

For this reason, the author will examine the platform used by a state-owned company engaged in the banking sector, namely PT. Bank Mandiri Persero Tbk. PT. Bank Mandiri has approximately 38000 employees throughout Indonesia who desperately need a platform or system to manage and manage employee performance which is known as the Mandirieasy.com Performance Management System. This system itself functions to record a list of jobs or work initiatives carried out by each employee, send a job list to the

leadership, set work goals, which then all the data will be taken into consideration for assessing and awarding rewards at the end of each year.

In this study, we will discuss usability evaluation to measure the level of user satisfaction, effectiveness and efficiency in using the Mandirieasy.com Performance Management System used at PT. Bank Mandiri Persero Tbk. And the author also uses the Thinking Aloud and Webqual 4.0 methods to measure the quality or quality of website usability, information quality and interaction quality where employees in this case as end users need a comprehensive understanding and understanding of resources and the most important part is learning how to access the system. through this website-based user interface.

II. LITERATURE REVIEW

A. Performance

Bernardin and Russel (in Ruky, 2002:15) Provide the following understanding or performance: "performance is defined as the record of outcomes produced on a specified job function or activity during the time period". Achievement or performance is a record of the results obtained from certain job functions or activities over a certain period of time. According to Gibson, (2003: 355) Job performance is the result of work related to organizational goals, efficiency and other performance effectiveness. Performance is also a real behavior that is displayed by each worker as a work performance produced by employees according to their role in the company according to Veizal Rivai (2004: 309). Thus, performance is a work achievement or actual achievement achieved by a person. In other words, performance is the result of work in quality and quantity achieved by an employee in carrying out his functions in accordance with the responsibilities given to him.

B. Thinking Aloud

Thinking aloud is a popular technique used in usability testing. During the test, participants perform tasks from the user scenario section and the examiner gives directions to participants to express thoughts, feelings, and opinions verbally while interacting with the application (Young, 2005).

C. Webqual 4.0

WebQual is a method or technique for measuring website quality based on end user perceptions. WebQual has been developed since 1998 by Stuart J. Barnes and Richard T. Vidgen based on the concept of Quality Function Development (QFD), which is a process based on the "voice of customer" in developing a product or service. and has experienced several interactions in the preparation of dimensions and questions, until the latest version, namely WebQual 4.0 (Nada and Wibowo, 2015).

If the results of the analysis from Webqual 3.0 emphasize identifying the 3 dimensions of website quality, namely site quality, information quality, and service interaction quality, then in Webqual 4.0 the usability position replaces the site quality dimension. This is because usability emphasizes more on the user's point of view. Webqual 4.0 is divided into

several parts which are categorized into dimensions, namely the quality of usability, the quality of information, and the quality of interaction.

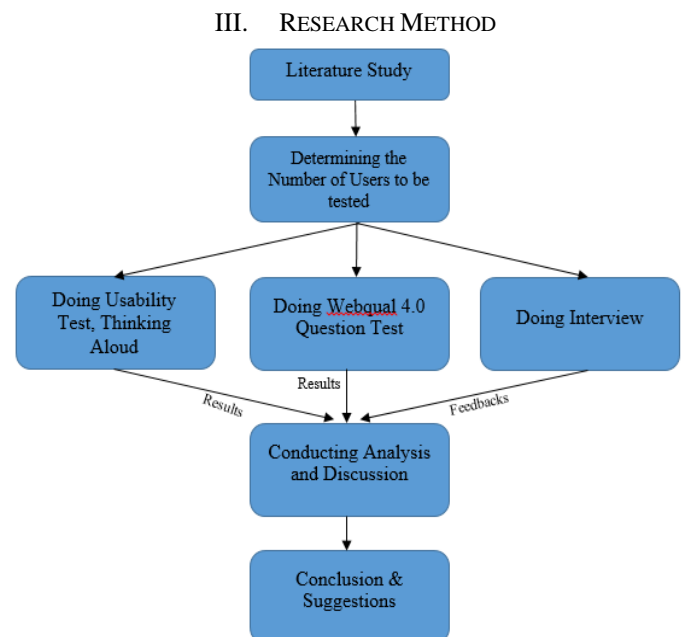


Fig. 1. Research Flow Diagram

Based on Figure 1, the flow of the methodology in this research is described in which the explanation of each process will be described systematically in the following stages:

A. Study Literature

Literature studies are needed to obtain theories and information related to this research. The literature study conducted in this study included journals related to usability evaluation and the suitability of the system with conditions in the field.

B. Determining the Number of Users to be tested

Then to determine the number of users or respondents to be tested, it must be in accordance with the needs and conditions of the method based on a demographic questionnaire.

The criteria for the required users/respondents include:

1. Bank Mandiri employee as a system user
2. Can use a computer/laptop.
3. Can access the internet

C. Doing Usability Test, Thinking Aloud

At this stage the author will use usability testing procedures to test and see the experience of PMS system users on the Mandirieasy.com website. By giving them some important tasks. In usability testing, the Thinking Aloud Protocol is a technique that will be used to analyze the mental structure and thinking of users while interacting with the system. With this method the writer has tried to capture the mental understanding of the users which the writer has revealed further to check the achievement of each task by the respondents.

The Thinking Aloud protocol also makes respondents better understand the existing display because they can interact directly with the system and verbally pronounce thoughts and problems felt on the display and features on the system. When the respondent carries out the task, the evaluator must always ask "what do you think?", so that problems can continue to flow from the verbal spoken by the respondent regarding the appearance of the application being operated (Nielsen, 1993).

The steps for evaluating the thinking aloud method can be seen as follows:

1. Introduce yourself, convey the research objectives and the flow to the respondents.
2. Explain the rules regarding the tests conducted to the respondents.
3. Evaluation begins when the respondent enters the PMS system on the Mandirieasy.com website and evaluates the system after completing the assigned performance measurement task.
4. If the respondent finds usability problems in the PMS system on the Mandirieasy.com website, the problem will be recorded.
5. Respondents are asked to provide input or recommendations regarding what improvements need to be made to the PMS system on the Mandirieasy.com website.
6. Evaluation is complete.

D. Doing Webqual 4.0 Question Test

To assess the quality of the use, information, and interaction of the PMS system on the Mandirieasy.com website and to ensure the validity and reliability of this instrument, the researcher used an instrument from the question indicators contained in Webqual 4.0. Which consists of three variables, namely usability, information quality, service interaction quality, and overall impression which consists of 23 question indicator items.

Measurement Scale Method, The measurement scale used in this study is the Likert scale. This scale technique is one of the analytical tools that can be used to evaluate the data. The use of the Likert scale in this study aims to develop an evaluation measurement scale for the PMS system on the Mandirieasy.com website.

The measurement procedures carried out in this study are:

1. Respondents were given a prepared questionnaire.
2. Respondents were asked to fill out a questionnaire stating the response to the PMS system on the Mandirieasy.com website.
3. The measurement scale is divided into five, namely:
 - Strongly agree (SS) given a score of 5
 - Agree (ST) is given a score of 4
 - Doubtful (RG) is given a score of 3
 - Disagree (TS) is given a score of 2
 - Strongly disagree (STS) given a score of 1

E. Data Processing and Data Analysis Methods

In this study, some data will be presented starting from the raw data obtained from the respondents to the final data obtained from the results of the analysis in this study which

will be presented with a descriptive statistical model. The first process carried out is the presentation of the data presented descriptively in the form of tables and diagrams. Considering that data collection was carried out using a questionnaire, the seriousness of the respondents in answering the questions was very important in the study. The validity or validity of a social research result is largely determined by the measuring instrument used. If the measuring instrument used is invalid and/or unreliable, then the results of the research conducted will not describe the actual situation.

F. Interview

Interviews were conducted for a preliminary study by conducting a direct question and answer process with PMS system users on the Mandirieasy.com website to find out what the respondents wanted from the web-based application.

G. Conclusions and Suggestions

The last stage in the systematic research methodology is drawing conclusions based on the results of data processing and analysis. After knowing the analysis and given a discussion of the existing data, conclusions are made according to the formulation of the problem specified. In addition, suggestions are given for further research so that better and useful research can be carried out for other researchers.

IV. RESULT & DISCUSSION

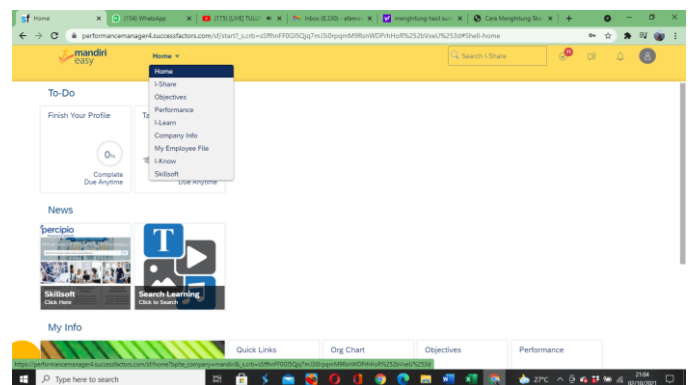


Fig. 2. Home Page Display on the Mandirieasy.com website

Figure 2 shows the home page on the Mandirieasy.com website which consists of several features such as To-Do, namely work or activities that must be done, then news related to the latest news about softskill developers and several tasks and exercises that must be done. Then on the Home navigation button there are several menus such as Home, I-Share, Objectives, Performance, I-Learn, Company Info, My Employee Info, I-Know and Skillsoft.

In this research the author will focus on the Objectives and Performance Menus because these two menus are the main function as the Performance Management System Platform at Bank Mandiri.

A. Data Collection Results

Respondents in this study were all active employees at PT. Bank Mandiri is required to fill in the goal setting in the

Objectives menu on the Mandirieasy.com website. Respondents were grouped based on the criteria of gender, age and intensity of accessing the website. This is expected to provide a fairly clear picture of the condition of the respondents and their relation to the problem and research objectives. Questionnaires were distributed through electronic media by utilizing the facilities from Google Forms with consideration of being faster and can be done anywhere as long as they are connected to the internet network. The number obtained from the results of distributing questionnaires, namely 100 respondents.

1. *Characteristics of Respondents Based on Gender*

From the results of collecting and processing questionnaire data with the number of respondents as many as 100 people. In Table 1 is respondent data based on gender, it can be seen as follows:

TABLE 1. Gender

| Gender Table | | |
|--------------|-------------|------------|
| Gander | Respondents | Percentage |
| Male | 50 | 50% |
| Female | 50 | 50% |

In Table 1 shows the number and percentage of respondents by gender. The results of the research on the recapitulation of respondent data were 50 (50%) male respondents and 50 (50%) female respondents. Based on the results of the study, the number of male and female respondents was the same or balanced.

2. *Characteristics of Respondents Based on the Intensity of Website Access*

From the results of collecting and processing questionnaire data with the number of respondents as many as 100 people. In Table 2 is respondent data based on the intensity of website access, it can be seen as follows:

TABLE 2. Table of Website Access Intensity

| Table of Website Access Intensity | | |
|-----------------------------------|-------------|------------|
| Intensity | Respondents | Percentage |
| 1 Times | - | - |
| 2 - 7 Times | 45 | 45% |
| 8 - 15 Times | 32 | 32% |
| > 15 Times | 23 | 23% |

Table 2 shows the number and percentage of respondents based on the intensity of website access. The results of the research on respondent data recapitulation there are 45 people (45%) of respondents who access as much as 2-7 times per year, 32 people (32%) of respondents who access as many as 8-15 times per year, and 23 people (23%) of respondents who access above 15 times per year. It can be seen that more employees access the Mandirieasy.com website, especially the Objectives and Performance menu, due to the need to fill out, edit and review the Goal setting for each employee every year.

3. *Characteristics of Respondents Based on Age*

From the results of collecting and processing questionnaire data with the number of respondents as many as 100 people. In Table 3 is respondent data based on age, it can be seen as follows:

TABLE 3. Table of Respondents Age

| Age Table | | |
|-----------|-------------|------------|
| Age Range | Respondents | Percentage |
| 20 - 25 | 26 | 26% |
| 26 - 30 | 30 | 30% |
| 31 - 35 | 27 | 27% |
| 36 - 40 | 17 | 17% |

In Table 3 shows the number and percentage of respondents by age. The results of the research on respondent data recapitulation there are 26 people (26%) of respondents aged 20-25 years, 30 people (30%) of respondents are 26-30 years old, 27 people (27%) of respondents are 31-35 years old and 17 people (17%) respondents aged 36-40 years. From this data, it can be seen that the age range of 20-35 is the majority and the average is at the L5-L4 level which is required to fill in the goal setting.

4. *Characteristics of Respondents Based on Website Display Convenience*

From the results of collecting and processing questionnaire data with the number of respondents as many as 100 people. In Table 4 is the respondent's data based on the convenience of the website display, it can be seen as follows:

TABLE 4. Respondent Profile Table Convenience Display Website

| Answer | Respondents | Percentage |
|--------|-------------|------------|
| Yes | 35 | 35% |
| No | 65 | 65% |

In Table 4 shows the number and percentage of respondents based on the convenience of the website display. The results of the research on respondent data recapitulation there are 35 people (35%) who already feel comfortable with the appearance of the website and 65 people (65%) feel not comfortable with the appearance of the website.

5. *Characteristics of Respondents Regarding Website Development*

From the results of collecting and processing questionnaire data with the number of respondents as many as 100 people. In Table 5 is respondent data related to website development, it can be seen as follows:

TABLE 5. Respondent Profile Table Regarding Website Development

| Answer | Respondents | Percentage |
|--------|-------------|------------|
| Yes | 100 | 100% |
| No | 0 | 0 |

In Table 5 shows the number and percentage of respondents related to website development. The results of the data recapitulation study showed that all respondents agreed to the development of the Mandirieasy.com website.

B. *Thinking Aloud Measurement Results*

In the Sub-chapter of Measurement Results using the Thinking Aloud method, the researcher first observes the respondents by giving assignments related to the object of research. The following is a scenario of the tasks given to the respondents as shown in Table 6 below this:

TABLE 6. Task Scenario Table

| No. | Task Scenario |
|-----|---|
| 1 | Filling in Goal Setting on the Objective Menu |
| 2 | Print the Goal Setting Process in PDF form on the Objective Menu |
| 3 | Doing the Edit Goal Setting Process on the Objective Menu |
| 4 | See the previous year's Goal Setting Form on the Performance Menu |
| 5 | See the results of the previous year's assessment in the Performance Menu |
| 6 | Print the Performance Result Form in PDF form on the Performance Menu |

In Table 6. The task scenario table provides 6 task items which are needed to measure the usability of the Mandirieasy.com website, especially on the objectives and performance features which are the main menu in filling out goal settings. In Task 1, "Filling in Goal Setting in the Objective Menu" is the main task in filling out the list of jobs and employee initiatives for the current year. In Task 2 "Printing the Goal Setting Process in PDF form on the Objectives Menu" is the task to print all the lists of work and employee initiatives for the current year in pdf format. In Task 3, "Editing Goal Setting Process in the Objectives Menu" is the task to carry out the repair process or improve the list of jobs and employee initiatives for the current year. In Task 4 "Viewing the Previous Year's Goal Setting Form in the Performance Menu" is a task to review all the existing goal settings in the previous year, this task will be carried out as a reference and consideration for filling in the new goal setting in the current year. In Task 5 "Viewing the Results of the Assessment in the Previous Year in the Performance Menu" This task is used by employees to see the results of an assessment that has been running for 1 year, the results of the assessment can be seen at the beginning of the next year after the assessment year has passed. In Task 6 "Print the Performance Result Form in PDF form on the Performance Menu" In this task, employees are used to print all lists of jobs, initiatives, input or feedback from the Employee Manager, as well as assessment results obtained by employees. The time results of each of the given tasks are presented in table 7.

TABLE 7. Time Table of Respondents Doing Each Task

| No | Tugas | Waktu Responden (s) | | | | | | Total Waktu |
|----|---------|---------------------|------|------|------|-----|------|-------------|
| | | R1 | R2 | R3 | R4 | R5 | R6 | |
| 1 | Tugas 1 | 1800 | 1925 | 2000 | 1020 | 969 | 2212 | 9926 |
| 2 | Tugas 2 | 55 | 71 | 57 | 35 | 30 | 63 | 311 |
| 3 | Tugas 3 | 300 | 410 | 379 | 334 | 395 | 321 | 2139 |
| 4 | Tugas 4 | 90 | 137 | 112 | 45 | 25 | 142 | 551 |
| 5 | Tugas 5 | 20 | 27 | 22 | 10 | 15 | 24 | 118 |
| 6 | Tugas 6 | 25 | 48 | 35 | 30 | 27 | 24 | 189 |

Furthermore, in Table 7 above, the time results are based on the tasks that have been given based on the object of research, where Task 1 gets the most total time, which is 9926 seconds because Task 1 is the main task to fill the goal setting which must contain the work and initiatives of employees in the current year. As for Task 5, the result is the smallest total time of 118 seconds because the function of Task 5 is only to

see the results of a goal setting that has been filled in and assessed by the employee manager.

TABLE 8. Table of Respondents' Opinions

| No | Respondent's Opinion |
|----|--|
| 1 | The color and appearance is quite good |
| 2 | Text Font in Objective Menu Too small |
| 3 | Navigation Quite easy to understand |
| 4 | Lack of information and guidance in filling out Goal Setting in Objective Menu |
| 5 | Button Icon Selection according to its function |
| 6 | The format in presenting the data is very good |
| 7 | User Guide required for new users in operating the website for the first time |

From the results of the opinion obtained in Table 8. It can be seen that some opinions point to the quality of the appearance of the website which can be said to be quite good, related to the use of color and appearance, it has been considered quite good by respondents, and the selection of buttons and navigation icons is also in accordance with their functions and is quite understandable. Furthermore, the provision of data or information has also been presented quite well, but there are some respondents who feel that there is still a lack of guidance in filling out goal settings in the objective menu on the Mandirieasy.com website and the need for a user guide for new users in operating the website for the first time, especially on filling out goal setting in the objective menu and in the performance menu.

TABLE 9. Trouble & Improvement Table

| No | Problem | Improvement | Reason |
|----|---|--|--|
| 1 | The Font in the Objective Menu is too small | Fixed Font with appropriate big and small | Font writing must be corrected, because sometimes there are fonts that are too small or too large" |
| 2 | Lack of information and guidance in fill in Goal Setting in Objective Menu | Added features to guide filling in Goal settings such as Bots or User Guides in | Lack of instructions and explanations of what to fill in |
| 3 | User Guide required for new users in operating the website for the first time | Created a User Guide or Bot the first time you log in Website to explain each feature on the Website | First Impression, maybe it's a bit confusing to fill in the goal setting, maybe it needs to be given like an info menu regarding what needs to be filled in in more detail |

Based on the results of interviews using the thinking aloud method, after working on the task scenario, several suggestions for improvements were made which refer to the basis for improvement from the respondents, which are presented in Table 9. In this table it is explained that there are problems, namely the font size is too small, the lack of information and guidance in filling out the goal settings in the objectives menu, and the need for a user guide for new users in operating the website for the first time. What must be done is to make improvements according to the problems found, namely to improve the quality of the fonts with appropriate and ergonomic sizes, then add features to guide filling in goal settings such as bots or user guides in the objective menu, then bots or user guides are also needed at the first time. times of entering or logging in to the website the features on the website.

C. Webqual 4.0. Measurement Results

In this study, the number of respondents who answered the questionnaire was 100 respondents. Then from the respondent's answer data, the frequency distribution was analyzed descriptively. The dimensions to be analyzed are

Usability, Information Quality, Interaction Service and Overall Satisfaction (Overall Satisfaction). Of all these dimensions are the dimensions that exist in the Webqual 4.0 method.

1. Dimensions of Usability

In the usability dimension there are 13 statements submitted to 100 respondents. Then the frequency distribution of the data is calculated and then grouped the number of respondents who answered the 1st statement to the 13th statement of usability based on a scale of 1-5, where 1 = STS (Strongly Disagree), 2 = TS (Disagree), 3 = CS (Moderately Agree), 4 = S (Agree), and 5 = SS (Strongly Agree). The number of recapitulation of respondents' answers to the usability dimension can be seen in Table 10.

TABLE 10. Table of Usability Dimension Recapitulation Results

| No | Questions | Likert Scale | | | | | Respondent Total | Answer Total | Average |
|-------|---|--------------|-----|-----|-----|-----|------------------|--------------|---------|
| | | 1 | 2 | 3 | 4 | 5 | | | |
| 1 | I find it easy to learn how to operate this site | 7 | 19 | 25 | 27 | 22 | 100 | 331 | 3,31 |
| 2 | My interactions with this site are clear and easy to understand | 1 | 23 | 30 | 36 | 10 | 100 | 323 | 3,23 |
| 3 | I find this site easy to navigate | 0 | 0 | 13 | 67 | 20 | 100 | 399 | 3,99 |
| 4 | Easy to Find Navigation Keys | 0 | 0 | 2 | 59 | 39 | 100 | 437 | 4,37 |
| 5 | I find this site easy to use | 0 | 5 | 22 | 60 | 13 | 100 | 381 | 3,81 |
| 6 | Appearance and Features On the site is functional | 0 | 3 | 15 | 53 | 29 | 100 | 408 | 4,08 |
| 7 | This site has an attractive appearance | 4 | 28 | 40 | 28 | 0 | 100 | 292 | 2,92 |
| 8 | The appearance on the site is ergonomic | 0 | 1 | 25 | 59 | 15 | 100 | 388 | 3,88 |
| 9 | The design of this site is as it should be | 0 | 1 | 23 | 49 | 27 | 100 | 402 | 4,02 |
| 10 | Site design and appearance is too complex | 0 | 24 | 38 | 22 | 16 | 100 | 330 | 3,3 |
| 11 | This site creates a sense of competence in me | 0 | 10 | 26 | 35 | 29 | 100 | 383 | 3,83 |
| 12 | This site makes me confident with my performance | 0 | 6 | 27 | 37 | 30 | 100 | 391 | 3,91 |
| 13 | This site provides accurate information | 0 | 12 | 34 | 33 | 21 | 100 | 363 | 3,63 |
| Total | | 12 | 132 | 320 | 565 | 271 | 1300 | 4828 | 3,71 |

In Table 10 The statement from the usability dimension consists of 13 statement items and there are 100 statements from each statement indicator on the usability dimension, so that the total statement from all indicators is 1300. And the total number of answers obtained is 4828. usability is shown in Table 11.

Table 11. Frequency Distribution of Usability Dimensions on Performance

| No | Answer | Likert Scale | Frequency | Percentage |
|----------------------|-------------------|--------------|-----------|------------|
| 1 | Strongly Disagree | 1 | 12 | 0,92% |
| 2 | Disagree | 2 | 132 | 10,15% |
| 3 | Moderately Agree | 3 | 320 | 24,61% |
| 4 | Agree | 4 | 565 | 43,46% |
| 5 | Strongly Agree | 5 | 271 | 20,84% |
| Total | | | 1300 | 100% |
| Total Research Score | | | 4828 | |

In Table 11 it can be seen that 0.92% of respondents answered strongly disagree. Respondents who answered disagreed 10.15%, respondents who answered enough 24.61%, respondents who answered agreed 43.46% and respondents who answered strongly agreed 20.84%. The number of frequencies is obtained from the total number of Likert scales selected by the respondents from the total number of questions. While the percentage obtained from the frequency is divided by the total statement then multiplied by 100%, for the total score of the research results from the Likert Scale multiplied by the frequency and the total sum of the sum of each Likert Scale. Then in total there is a total of the total number of statements on the usability dimension and the total percentage as a whole. Then the analysis process using the Likert method according to (Sugiyono, 2017) was carried out with the following steps:

1. Determine the ideal score Ideal score = 5 x 1300 = 6.000
2. Total score from the research results = 4.828
3. The amount of the percentage

$$P = \frac{\text{total score from research results}}{\text{ideal score}} \times 100\%$$

$$P = \frac{4828}{6500} \times 100\% = 74,28\%$$

Furthermore, the results of the categorization can be seen in Table 12 which is a table of indicators on the usability dimension.

TABLE 12. Usability Dimension Indicator Table

| No | Percentage | Category |
|----|------------|-------------------|
| 1 | 0% - 20% | Strongly Disagree |
| 2 | 21% - 40% | Disagree |
| 3 | 41% - 60% | Moderately Agree |
| 4 | 61% - 80% | Agree |
| 5 | 81% - 100% | Strongly Agree |

Based on Table 12 then the usability dimension which has a score of 74.28% is included in the Agree category (Agree) from a total of 100 respondents.

2. Dimensions of Information Quality (Information Quality)

In the dimension of information quality, there are 7 statements submitted to 100 respondents. Then the frequency distribution of the data is calculated and then grouped the number of respondents who answered the 1st statement to the 7th statement of the quality of information based on a scale of 1-5, where 1 = STS (Strongly Disagree), 2 = TS (Disagree), 3 = C (Enough), 4 = S (Agree), and 5 = SS (Strongly Agree). The number of recapitulations of respondents' answers to the quality of information can be seen in Table 13. Table 13. Number of Respondents Answers Recapitulation Information Quality.

TABLE 13. Table of Information Quality Dimensions Recapitulation Results

| No | Questions | Likert Scale | | | | | Respondent Total | Answer Total | Average |
|-------|--|--------------|----|-----|-----|-----|------------------|--------------|---------|
| | | 1 | 2 | 3 | 4 | 5 | | | |
| 1 | The information offered by this site is trustworthy | 0 | 5 | 26 | 46 | 23 | 100 | 387 | 3,87 |
| 2 | This Site Provides timely/updated information | 0 | 6 | 27 | 37 | 30 | 100 | 391 | 3,91 |
| 3 | This site provides relevant information | 0 | 10 | 26 | 35 | 29 | 100 | 383 | 3,83 |
| 4 | This site provides easy-to-understand information | 0 | 5 | 22 | 60 | 13 | 100 | 381 | 3,81 |
| 5 | The information displayed on this site has the right level of detail | 0 | 6 | 27 | 37 | 30 | 100 | 391 | 3,91 |
| 6 | This site provides information in a good form of data presentation | 0 | 6 | 27 | 37 | 30 | 100 | 391 | 3,91 |
| 7 | This site has a good reputation | 0 | 10 | 26 | 34 | 30 | 100 | 384 | 3,84 |
| Total | | 0 | 48 | 181 | 286 | 185 | 700 | 2708 | 3,87 |

In Table 13 The statement from the information quality dimension consists of 7 statement items and there are 100 statements from each statement indicator on the information quality dimension, so that the total statements from all indicators are 700.

TABLE 14. Frequency Distribution of Information Quality Dimensions

| No | Answer | Likert Scale | Frequency | Percentage |
|----------------------|-------------------|--------------|-----------|------------|
| 1 | Strongly Disagree | 1 | 0 | 0% |
| 2 | Disagree | 2 | 48 | 6,86% |
| 3 | Moderately Agree | 3 | 181 | 25,86% |
| 4 | Agree | 4 | 286 | 40,86% |
| 5 | Strongly Agree | 5 | 185 | 26,43% |
| Total | | | 700 | 100% |
| Total Research Score | | | 2708 | |

In Table 14 it can be seen that there are no respondents

who answered strongly disagree, then 6.86% of respondents who answered disagreed. Respondents who answered quite agree 25.86%, respondents who answered agreed 40.86% and respondents who answered strongly agreed 26.43%. The number of frequencies is obtained from the total number of Likert Scales selected by the respondents from the total number of questions. While the percentage obtained from the frequency divided by the total statement then multiplied by 100%, the total score of the research results from the Likert Scale multiplied by the frequency and added up as a whole is the sum of each Likert Scale. In total there is a total of the total number of statements on the information quality dimension and the total percentage as a whole. Furthermore, the analysis using the Likert method according to (Sugiyono, 2017) was carried out with the following steps:

1. Determine the ideal score Ideal score = 5 x 700 = 3,500
2. Total score from research results = 2,708
3. The amount of the percentage

$$P = \frac{\text{total score from research results}}{\text{ideal score}} \times 100\%$$

$$P = \frac{2708}{3500} \times 100 = 77,37\%$$

Furthermore, it can be seen in Table 15. which is a Table of Information Quality Dimension Indicators

TABLE 15. Information Quality Dimension Indicator Table

| No | Percentage | Category |
|----|------------|-------------------|
| 1 | 0% - 20% | Strongly Disagree |
| 2 | 21% - 40% | Disagree |
| 3 | 41% - 60% | Moderately Agree |
| 4 | 61% - 80% | Agree |
| 5 | 81% - 100% | Strongly Agree |

Based on Table 15 then the results of the Information Quality Dimension have a score of 77.37% which is included in the Agree category (Agree) from a total of 100 respondents.

3. Dimensions of Service Interaction (Service Interaction)

In the Service Interaction Dimension, there are 5 statements submitted to 100 respondents. Then the frequency distribution of the data is calculated and then grouped the number of respondents who answered the 1st statement to the 5th statement of Service Interaction based on a scale of 1-5, where 1 = STS (Strongly Disagree), 2 = TS (Disagree), 3 = CS (Simply Agree), 4 = S (Agree), and 5 = SS (Strongly Agree). The number of recapitulation of respondents' answers to Service Interaction can be seen in Table 16.

TABLE 16. Table of Recapitulation Results of Service Interaction Dimensions

| No | Questions | Likert Scale | | | | | Respondent Total | Answer Total | Average |
|-------|---|--------------|----|-----|-----|-----|------------------|--------------|---------|
| | | 1 | 2 | 3 | 4 | 5 | | | |
| 1 | I feel no disturbance when using this site | 0 | 6 | 27 | 37 | 30 | 100 | 381 | 3,81 |
| 2 | This site provides a sense of security to carry out a transaction/process input | 0 | 10 | 26 | 35 | 29 | 100 | 383 | 3,83 |
| 3 | This site guarantees the security of my personal data | 0 | 5 | 22 | 60 | 13 | 100 | 392 | 3,92 |
| 4 | I find it easy to communicate with the organization or the admin of the site | 0 | 6 | 27 | 37 | 30 | 100 | 382 | 3,82 |
| 5 | I need technical assistance or operational technical instructions to be able to use this site | 0 | 6 | 27 | 37 | 30 | 100 | 391 | 3,91 |
| Total | | 0 | 33 | 129 | 206 | 132 | 500 | 1929 | 3,86 |

In Table 16 The statement from the Service Interaction Dimension consists of 5 statement items and there are 100 statements from each statement indicator in the Service

Interaction Dimension, so that the total statements from all indicators are 500. Based on the results of the processed questionnaire recapitulation, then the frequency distribution of the Service Interaction Dimension is shown in Table 17.

TABLE 17. Frequency Distribution of Service Interaction Dimensions

| No | Answer | Likert Scale | Frequency | Percentage |
|----------------------|-------------------|--------------|-----------|------------|
| 1 | Strongly Disagree | 1 | 0 | 0% |
| 2 | Disagree | 2 | 33 | 6,60% |
| 3 | Moderately Agree | 3 | 129 | 25,80% |
| 4 | Agree | 4 | 206 | 41,20% |
| 5 | Strongly Agree | 5 | 132 | 26,40% |
| Total | | | 500 | 100% |
| Total Research Score | | | | 1929 |

In Table 17 It can be seen that none of the respondents answered strongly disagree. Respondents who answered disagreed 6.60%, respondents who answered quite 25.80%, respondents who answered agreed 41.20% and respondents who answered strongly agreed 26.40%. The number of frequencies is obtained from the total number of Likert scales selected by the respondents from the total number of questions. While the percentage obtained from the frequency divided by the total statement then multiplied by 100%, the total score of the research results from the Likert Scale multiplied by the frequency and added up as a whole is the sum of each Likert Scale. In total there is a total of the total number of statements on the Service Interaction Dimension and the total percentage as a whole. Furthermore, the analysis using the Likert method according to (Sugiyono, 2017) was carried out with the following steps:

1. Determine the ideal score Ideal score = 5 x 500 = 2,500
2. Total score from the research results = 1.929
3. The amount of the percentage

$$P = \frac{\text{total score from research results}}{\text{ideal score}} \times 100\%$$

$$P = \frac{1.929}{2.500} \times 100 = 77,16\%$$

Furthermore, it can be seen in Table 18. which is the Service Interaction Dimension Indicator Table.

TABLE 18. Service Interaction Dimension Indicator Table

| No | Percentage | Category |
|----|------------|-------------------|
| 1 | 0% - 20% | Strongly Disagree |
| 2 | 21% - 40% | Disagree |
| 3 | 41% - 60% | Moderately Agree |
| 4 | 61% - 80% | Agree |
| 5 | 81% - 100% | Strongly Agree |

Based on Table 18 then the results of the Service Interaction Dimension have a score of 77.16% which is included in the Agree category (Agree) from a total of 100 respondents.

4. Dimensions of the Overall Impression (Overall Impression)

In the Overall Impression Dimension there is 1 statement submitted to 100 respondents. Then the frequency distribution of the data is calculated and then grouped the number of

respondents who answered statement 1 regarding the Overall Impression Dimension based on a scale of 1-5, where 1 = STS (Strongly Disagree), 2 = TS (Disagree), 3 = CS (Quite Agree), 4 = S 81 (Agree), and 5 = SS (Strongly Agree). The number of recapitulation of respondents' answers to the Overall Impression Dimension can be seen in Table 19.

TABLE 19. Overall Impression Dimension Recapitulation Results Table

| No | Questions | Likert Scale | | | | | Respondent | | Answer | | Average |
|-------|--|--------------|---|----|----|----|------------|-------|--------|--|---------|
| | | 1 | 2 | 3 | 4 | 5 | Total | Total | Total | | |
| 1 | I Feel Satisfied Using a whole this site | 0 | 6 | 27 | 37 | 30 | 100 | 391 | 3,91 | | |
| Total | | 0 | 6 | 27 | 37 | 30 | 100 | 391 | 3,91 | | |

In Table 19 The statement from the Overall Impression Dimension consists of 1 statement item and there are 100 statements from each statement indicator in the Overall Impression Dimension, so that the total statements from all indicators are 100. Based on the results of the processed questionnaire recapitulation, then the frequency distribution of the Overall Impression Dimension is in Table 20

TABLE 20. Overall Impression Dimension Frequency Distribution

| No | Answer | Likert Scale | Frequency | Percentage |
|----------------------|-------------------|--------------|-----------|------------|
| 1 | Strongly Disagree | 1 | 0 | 0% |
| 2 | Disagree | 2 | 6 | 6% |
| 3 | Moderately Agree | 3 | 27 | 27% |
| 4 | Agree | 4 | 37 | 37% |
| 5 | Strongly Agree | 5 | 30 | 30% |
| Total | | | 100 | 100% |
| Total Research Score | | | 391 | |

In Table 20 it can be seen that there are no respondents who answered strongly disagree then 6% of respondents who answered disagree. Respondents who answered quite agree 27%, respondents who answered agreed 37% and respondents who answered strongly agree 30%. The number of frequencies is obtained from the total number of Likert scales selected by the respondents from the total number of questions. While the percentage obtained from the frequency divided by the total statement then multiplied by 100%, the total score of the research results from the Likert Scale multiplied by the frequency and added up as a whole is the sum of each Likert Scale. In total there is a total of the total number of statements on the Overall Impression Dimension and the total percentage as a whole. Furthermore, the analysis using the Likert method according to (Sugiyono, 2017) was carried out with the following steps:

1. Determine the ideal score Ideal score = 5 x 100 = 500
2. Total score from the research results = 391
3. The amount of the percentage

$$P = \frac{\text{total score from research results}}{\text{ideal score}} \times 100\%$$

$$P = \frac{391}{500} \times 100 = 78,2\%$$

Furthermore, it can be seen in Table 21 which is the Overall Impression Dimension Indicator Table.

TABLE 21. Overall Impression Dimension Indicator Table.

| No | Percentage | Category |
|----|------------|-------------------|
| 1 | 0% - 20% | Strongly Disagree |
| 2 | 21% - 40% | Disagree |
| 3 | 41% - 60% | Moderately Agree |
| 4 | 61% - 80% | Agree |
| 5 | 81% - 100% | Strongly Agree |

Based on Table 21 then the results of the Overall Impression Dimension have a score of 78.2% which is included in the Agree category (Agree) from a total of 100 respondents.

5. Percentage of Overall Dimensions of Webqual 4.0.

After knowing the percentage level of the Mandirieasy.com website acceptance calculation based on the webqual 4.0 method, so that the results will be carried out in the overall percentage calculation process. Calculation of the percentage of the overall dimensions of webqual 4.0. can be seen in Table 22.

TABLE 22. Frequency Distribution of All Dimensions of Webqual 4.0.

| No | Answer | Likert Scale | Percentage |
|-------|-------------------|--------------|------------|
| 1 | Strongly Disagree | 1 | 0,46% |
| 2 | Disagree | 2 | 8,42% |
| 3 | Moderately Agree | 3 | 25,27% |
| 4 | Agree | 4 | 42,08% |
| 5 | Strongly Agree | 5 | 23,77% |
| Total | | | 100% |

In Table 22 obtained data from the entire Webqual 4.0 dimension in the statement obtained 0.46% of respondents answered strongly disagree, 8.42% of respondents answered disagree, 25.27% answered enough, 42.08% of respondents answered agree, and 23.77% of respondents answered strongly agree. The percentage of results for the entire dimension of Webqual 4.0 can be seen in Figure 3.

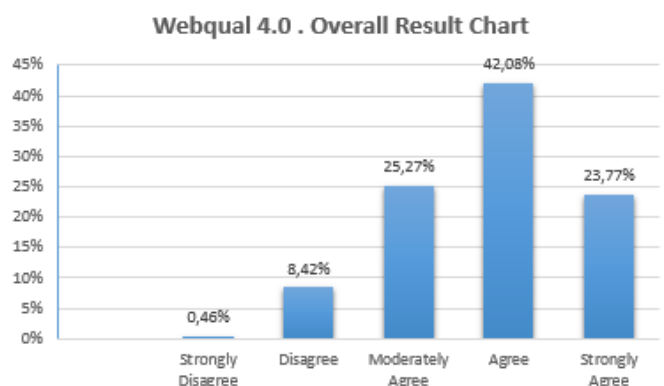


Fig. 3. Webqual 4.0. Overall Result Chart

Can be seen in Figure 3 that the respondent answered very no agree to have the lowest percentage of 0.46%. While the highest percentage leads to respondents who answered agree 42.08%. So from the four dimensions of Webqual 4.0. Mandirieasy.com website is considered the respondent has met the criteria for a website with good usability, namely the

Usability Dimension with a value of 74.28% which is included in the S category (Agree), Information Quality Dimension with a value of 77.37% which including category S (Agree), Dimensional Service interaction (Interaction Service) with a value of 77.16% which belongs to category S (Agree) and Dimensions of Overall Satisfaction (Overall Satisfaction) with a value of 78.2% which belongs to category S (Agree).

V. CONCLUSION AND SUGGESTIONS

A. Conclusion

Based on the research, data processing, and analysis that have been carried out on the Mandirieasy.com website using the Thinking Aloud and Webqual 4.0 methods, it can be concluded that:

1. Results The percentage of the four Webqual 4.0 dimensions on the Mandirieasy.com website is considered by employees to have met the criteria for a website with good usability, because the percentage results are 74.28% of employees Agree on the Usability Dimension, On the Information Quality Dimension) with a percentage result of 77.37% considered Agree by the employee, Then on the Interaction Service Dimension with a percentage result of 77.16% also considered Agree by the employee and finally the Overall Satisfaction Dimension (Overall Satisfaction) with a percentage result of 78.2% which is also considered Agree by employees at PT. Bank Mandiri Persero Tbk which is a user of Mandirieasy.com.

2. Based on the results of the analysis obtained several problems that must be re-evaluated, namely:

a) Adjusting the font size properly and ergonomically and rearranging the font layout. Because based on the results of the interview, it is felt that the font size is too small on the objectives menu

b) Adding features such as bots or user guides on the website when a new user first accesses the website, which then the bot or user guide can explain the features on the website, especially in the Objectives and Performance menu. And can guide users to fill in goal settings on the Objectives and

Performance menu.

B. Suggestions

Based on the results of the research conducted, it can be drawn some suggestions that are expected for further research are as follows:

1. Continuously develop the Mandirieasy.com web-based performance management system, so that users remain comfortable with the usable system and the goal setting process is smoother and without problems.
2. In this study, the object was only carried out on the user or end user side, namely employees, especially on the Objectives and Performance menu, therefore it is hoped that further research can be developed on the admin side or admin user who manages the system.

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