Abstract

Objectives The research is composed to accomplish three objectives that intend to solve the problem regarding the understanding on users’ needs of a Web application by Bina Nusantara University International, Access BI, and the equivalence of the application to its purpose. The main objective is to assess the current state of usability of Access BI. Objectives that are supplement to the primary include the examination of relationship occurrence among the questionnaire responses according to student batches, genders and majors and the comparison of various E-Learning applications.

Method The methods that are applied in order that the objectives are completed consist of the analysis of data that are collected from the distribution of questionnaires then transformed into bar charts and from conducting interviews, the relationship analysis through statistical test named Categorical Regression and the analysis of comparison through strategy canvas.

Results Several uncovered findings verify 8 easiest functions out of the total 28 functions in Access BI based on the opinion of 200 respondents, numerous expectations and complaints of incomprehension towards Access BI, existence of relationship among the answers from 5 different majors and the position of Access BI which invests greatly only on structure and navigation.

Conclusion The research concludes that Access BI has not completely succeeded to understand the needs of its users by not reaching a number of usability goals, that there are differences between the answers of one major to another and that Access BI has not totally illustrated an application that is designed to give support to academic activities in a University as what it mostly offers cannot be adequate to support the activities.

Key words

Usability, Categorical Regression, Strategy Canvas