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Lean UX: Applied PSSUQ to Evaluate Less-ON UI/UX Analysis and Design

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ABSTRACT

Indonesian start-up growth continues to show upward growth. Behind the upward movement of change are success statistics that develop contradictions. According to start-up statistics, about 90% of start-ups fail. Up to 75% of unicorn start-ups believe his excellent UI/UX design can boost start-up valuations and additional investment capital. Less-On is a tutoring provider that acts as an intermediary between teachers and students. This research is done by integrating the process of Lean UX methodology into each process present in each phase of software development. The results obtained from this research are final prototypes that have been validated in terms of criticism and suggestions through questionnaires in the form of lessons on start-up branding. The positive user experience and excellent usability will help further the development of the tutor booking application prototype. This plays an important role in the acceptance, satisfaction and efficiency of using this Less-ON application. The user interface has excellent usability for users tested using the PSSUQ, with an overall average score of 2.136, indicating system usability, information quality, interface quality, and overall Satisfaction-based demonstrates that the system is highly acceptable.

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1. INTRODUCTION

Currently, Digital start-ups are catching up with the speed of the times and competing with each other to provide solutions to their customers. Many Digital Start-up is trying to offer innovation to the assumption of problems faced by customers without involving users in the process. It can result in a lack of continuity between the initiatives of each digital start-up idea not being validated in line with the needs of their potential target customers. So, many Digital start-ups are changing their point of view from enterprise-driven innovation to customer-driven innovation [1]. Digital Startup Founders want to understand their customers and know their needs and likes better so that they can produce products that answer the challenges [2]. To find out customer problems worthy of being innovative product ideas, we have to explore the challenges and solutions they hope will make their lives easier [3].

The increase of start-ups in Indonesia maintains to enjoy an upward rise. Data launched through the Financial Services Authority (OJK) in Indonesia as of December 11, 2021, notes that

the modern quantity of Indonesian start-ups is 2,319. It makes the ability for virtual transactions withinside us extraordinary, expected at 124 billion US bucks in 2025. However, in the back of the increase that maintains to transport up, there may be an achievement fee statistic that contradicts its development. The presence of digital technology changes human behaviour forever. With a tap of a finger on a smartphone, we can get what we want wherever and whenever. Customer expectations and preferences change drastically. Now customers want everything to be faster (faster), cheaper (cheaper), and more convenient (more convenient). If a digital start-up releases a product too early, consumers will think it is not good enough. If it emits a product for too long, the start-up can lose its window of opportunity in the market.

Building a start-up employer, typically referred to as a start-up, isn't always clean. Statistics display that 90% of start-ups fail. It is confirmed that many start-ups have no longer had time to broaden but failed first. Not all start-ups can achieve fulfilment because of numerous factors and loss of product-marketplace suit to crew disharmony [2]. The primary motive start-ups fail to misread the marketplace demand/now no longer in line with the marketplace demand, which is located in 42% of cases. With the increase of start-ups which might be growing, there's an essential factor of start-ups so that you can be aware of the vital part, particularly evaluation and correct UI/UX layout. As many as 75% of unicorn start-ups trust that a very good UI/UX layout can boom start-up valuations and extra investors' price range, so this study wishes to be done [4],[5].

User Interface (UI) and User Experience (UX) are intently associated due to UX effects from UI interactions. In principle, UI is more centred, whilst UX is more centred on the consumer's show experience response. UI is a visible show of a product that bridges the device with the consumer [6],[7],[8],[9]. UI look may be withinside the shape of shapes, colours, and writing designed as appealing as possible [6]. In easy terms, UI is how the consumer sees the arrival of a product. UI has numerous additives, and every detail has a characteristic this is vital in a suitable UI layout. These additives are layout, colour, and typography. An awful UI layout will affect the usage of a device due to the fact customers will find it tough to operate. A suitable layout is a layout that may make you at once recognize simply with the aid of using taking a look at a show. Most apps have reasonable usability. However, now an app desires a great UX, too [6], [9]. The UX of a great product generally might not make it tough for customers to attain their goals [10],[11]. Whether it is from a consumer-pleasant UI layout, easy menus, or light-weight merchandise whilst accessed. On the alternative hand, negative UX frustrates customers due to the fact it's miles tough to get what they need.

Less-On is a new education start-up that provides tutoring providers that bridge the gap between teachers and students. Many tutors and class-style tutoring services have been cancelled due to restrictions on community activities and calls for gatherings due to the effects of the new coronavirus infection. All components supporting this activity were affected, especially faculty and students. The demand for education is also increasing, and many students need additional offline guidance to improve their skills and knowledge. So Startup Less-On is here to provide a win-win solution to this problem.

Various aspects must be considered to support the design of a response-on start-up prototype [12],[13]. One of them is creating a user-friendly user interface (UI) and user experience (UX) [1]. The problem with Less-On is that no platform is available for all tutoring activities in one platform (batch). With limited capital, we must efficiently and effectively manage our response start-ups to prioritize just-in-time production and immediate start-up principles. The next problem is that the functionality provided by Less-On applications increases the cycle time to start (cycle time). Based on the start-up phenomenon, this research carried out the first phase required for platform design and summarized in the analysis and design of his UI/UX start-up prototype based on the Lean UX method. This method intersects Lean Start-up principles, Design Thinking, and Agile, so it can be used very effectively for analyzing and designing UI/UX prototypes for start-ups [12],[14],[15]. In terms of user experience, PSSUQ (Post-study System Usability Questionnaire) tested the usability scale of the system to get closer to user needs and satisfaction. Each prototype test is scored against a pass rate to minimize or eliminate waste of time, energy and materials [6].

Simply put, user-centred design is about considering users' behavioural needs and expectations [16], [17]. UI-focused analysis focusing on UX enables user-focused prototype design for start-up applications. This analysis increases the start-up's chances of success at its eventual launch[18]. The results of this research were the final prototype, validated through questionnaires in the form of criticisms and suggestions as start-up branding Less-ON.

2. RESEARCH METHOD

This studies implementation study which has the primary level, is a literature review. The 2nd is a desires analysis, the 3rd is the layout of a Less-On utility prototype, the fourth is implementation, the 5th is trying out, and the final is drawing conclusions and suggestions [19]. The study's approach is the Lean UX that might be evaluated through PSSUQ. Lean UX is a famous approach in software program improvement. This approach can whole a software program product/utility quicker through lowering documentation sports, however focusing extra on not unusual place expertise of the advanced software program/utility [12],[14],[20],[21]. This approach permits builders to degree and validates the UI/UX advanced in line with personal remarks and enjoy to boom person satisfaction. The Lean Startup technique in UI/UX layout and improvement is essential in experimentation and answer improvement [22]. First, the Lean method is person-focused and locations splendid significance on a person's attitude and an enormous person trying out growing solutions. Second, the Lean technique emphasizes getting consumer remarks as early as feasible thru prototyping to avoid losing sources because of investing an excessive amount in something the consumer would not want. Therefore, it's miles advocated to apply a difficult or easy prototype first to make it quickly. Third, the technique emphasizes the significance of rapid generation in that getting to know is likewise rapid, specifically because the context of innovation remains complete of thriller and uncertainty [12],[13],[23].

2.1. Lean UX

Lean UX is a common practice in software development. This method allows the developer to measure and validate her UI/UX developed based on user feedback and experience to increase user satisfaction [19]. This method reduces documentation effort and focuses on a common understanding of the software/application under development, resulting in faster completion of the software product/application [12],[14],[20],[21]. Researchers are increasingly using lean UX as it can increase the efficiency of the software product/application design process [24]. Lean UX is a highly data-centric process with minimal use of assumptions. Decisions are more accurate, and final quality is improved. Agile-focused software development in shorter cycles and through continuous learning to quickly receive direct suggestions for improvement from customers and feel how the solutions offered are received Lean UX method [6].

This research is done by integrating the process of Lean UX methodology into each process present in each phase of software development [2] as shown in Figure 1. Needs analysis involves the operation of declaring hypotheses consisting of assumptions, hypotheses, people, and characteristics. During the design phase, there is a process of creating an MVP, running experiments, and providing feedback and research. At each cycle, the process returns to the needs analysis section if there are changes or iterations. If no iterations occur again, the process proceeds to the implementation phase [12],[19]. A literature search was conducted to find relevant previous studies and to know the basics of the theory referenced in this study. Sources of information used for reference are books, scientific journals, and websites.

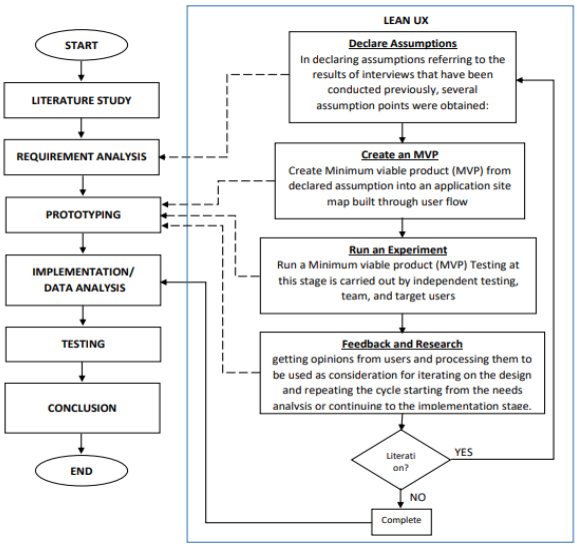

Figure 1. Research Method [3]

Figure.1 declared a requirements analysis is performed to obtain information about the application's requirements built on the lesson application prototype using the Lean UX approach. The design phase is performed after the needs analysis is completed. Using a Lean UX approach, these phases adapt the process to the method used [25],[26]. There are three steps to take. The first step is to create an MVP. H. Create a product with minimal functionality and get a general idea of the user experience for the product you want to create. The second is "Run an Experiment," where we go straight to the field and run experiments based on MVPs designed for users to use. The end of the Lean UX cycle is feedback and research. User input is collected, processed and used as considerations for iterating on the design and repeating the cycle from needs analysis to the implementation phase. Once the iterations of the Lean UX cycle are complete, the next step is the implementation activity based on the implemented design. UI/UX design testing of the application prototype is performed to ensure that the UI/UX design of the executed application prototype delivers the results defined during the design phase [1]. Less-On application prototype testing is performed using PSSUQ (Post-study System Usability Questionnaire)

2.2. PSSUQ (Post-study System Usability Questionnaire)

Evaluation is the level to study the effectiveness and performance of the product, and the degree how which the consumer interface may be without difficulty studied in phrases of usability and consumer enjoyment in order that it able to pick out issues that can later arise withinside the product [15],[27],[28]. To a degree the extent of consumer attractiveness, an assessment may be done. Evaluation of consumer enjoyment can offer a top-level view to the developer approximately the consumer's reaction whilst interacting with the gadget interface and the extent of consumer attractiveness of the gadget [28],[29],[30].

The definition of usability is the diploma to which positive customers may utilize a product to reap its dreams extra effectively, efficiently, and satisfactorily withinside the scope of its customers. A right product layout can cause an awesome consumer enjoy[27]. Usability assessment is the technique of assessing the ease of the gadget's usage to examine and enhance the gadget to reap consumer comfort components along with effectiveness, performance, and consumer pride with the gadget as a whole [29],[31]. The motive of usability checking out is to recognize the consumer's interplay with the device and pick out the problems encountered to make tips for gadget development primarily based totally on the assessment results [30],[32]. Usability techniques may be labelled as inspection, checking out, and inquiry. The inspection approach specializes in the consumer interface, the take-a-look-at process specializes in mission performance, and the inquiry approach specializes in consumer data[30].

PSSUQ is specifically designed for scenario-driven usability testing. PSSUQ (Post-study System Usability Questionnaire) is a package released by IBM with 16 measurement items using a Likert scale[31]. The 16 items are then categorized into four, namely: overall satisfaction score (OVERALL), system usability (SYSUSE), information quality (INFOQUAL), and interface quality (INTERQUAL). The 16 PSSUQ statements were then categorized into four, namely: overall satisfaction score (OVERALL), system usability (SYSUSE), information quality (INFOQUAL), and interface quality (INTERQUAL). Overall for statement items numbered 1 to 16, System Usability (SYSUSE) for statement items numbered 1 to 6, Information Quality (INFOQUAL) for statement items numbered 7 to 12, and Interface Quality (INTERQUAL) for items statements 13 to 15. The PSSUQ score starts with 1 (strongly agree) and ends with 7 (strongly disagree). The lower it is, the better the performance and satisfaction.

Table 1. PSSUQ Statement Template[30]

No	PSSUQ Statement
1	Overall, I am satisfied with how easy it is to use this system.
2	It was simple to use this system.
3	I was able to complete the tasks and scenarios quickly using this system.
4	I felt comfortable using this system.
5	It was easy to learn to use this system.
6	I believe I could become productive quickly using this system.
7	The system gave error messages that clearly told me how to fix problems.
8	Whenever I made a mistake using the system, I could recover easily and quickly.
9	The information (such as online help, on-screen messages, and other documentation) provided with this system was clear.
10	It was easy to find the information I needed.
11	The information was effective in helping me complete the tasks and scenarios.
12	The organization of information on the system screens was clear.
13	The interface of this system was pleasant.
14	I liked using the interface of this system.
15	This system has all the functions and capabilities I expect it to have.
16	Overall, I am satisfied with this system.

3. RESULTS AND DISCUSSION

The tests performed include functional and non-functional tests. Functional testing aims at the UI/UX analysis and design of a Less-ON application to test whether the application's functionality conforms to what is defined in the requirements analysis and Lean UX implementation. Non-functional testing by SUS testing of prototypes is a method of validating acceptance of an application by users.

3.1 Observation and Literature Study

At this stage, the literature search was conducted to find relevant previous studies and to know the basics of the theory referenced in this study. Sources of information used for reference are books, scientific journals, and websites. After that, the observation done by researchers survey the target users and found out their difficulties and desires by observing them directly through interviews. In this phase, software requirements are collected, understood and defined by users and customers.

3.2 Declare Assumption

The declaration of assumptions is an early degree of improvement degree. Assumptions are had to discover the issues confronted with the aid of using customers. In affirming assumptions regarding the effects of interviews that have been carried out previously, numerous assumption factors have been obtained:

- Users want a utility to reserve non-public instructions everywhere and anytime;
- The utility includes 2 most important parts;
- the trainer and people who require coaching;
- Applications that don't have too many menus and are clean to use;
- With an exemplary personal interface and personal experience, the Less-ON utility could make it simpler for customers;

- With a cushty and person-pleasant person interface and person experience, clean get admission to cellphone packages will make it clean for customers to maximize Less-ON packages;

The subsequent step in this degree is to decide a person's necessities specs with the aid of carrying out a person's character evaluation to determine the necessities wished with the support of using customers for Less-ON packages. After studying the person's character, the following step is to construct a situation context withinside the shape of a wireframe to decide the person's behaviour while interacting with the system, as follows:

- Target Users of Teaching Users are tutors, innovative enterprise players, practitioners, and academics;
- Target customers who want to coach our students, tutoring participants, and mothers and father of students; Target customers (teachers/students) are lively cellphone customers.

3.3 Create MVP

Site map using activity diagrams: The first step in creating an MVP is to interpret the declared assumptions into an application site map created using activity diagrams, as shown in Figure 3.

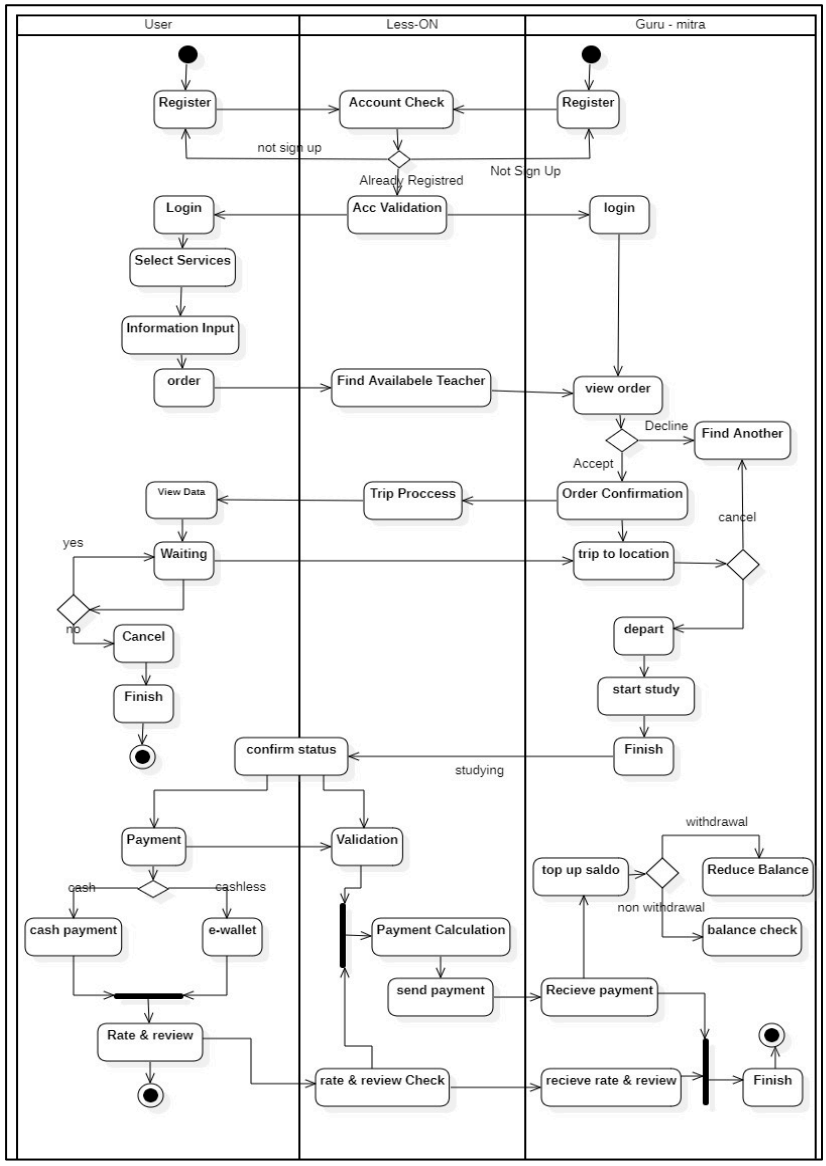

Figure 3. Activity Diagram [3]

Figure 3 shows the sequence of process actions in a Less-ON application. Activity diagrams describe the business process, the sequence of steps interacting with the application, and the overall process. The Claim Receiving phase translates into Registration, Order, Order Received, Status Update, Search, Payment, Validation, and Evaluation. The business process activities for handling tutoring requests are shown in the diagram above. The requested order is the action's input parameter in the activity diagram above. Payment will be accepted once the order has been received, all required information has been provided, and the order status has been approved through review and evaluation.

3.3.1 Low Fidelity (wireframe)

This phase is the first phase of creating the Less-ON application UI. The wireframe is designed using standard sizes for mobile app design. The frame used is iPhone 11 Pro/X (375px) with a 20px border. It's a rough drawing, but it can be used to determine the layout before moving on to the high-fidelity design in Figure 4.

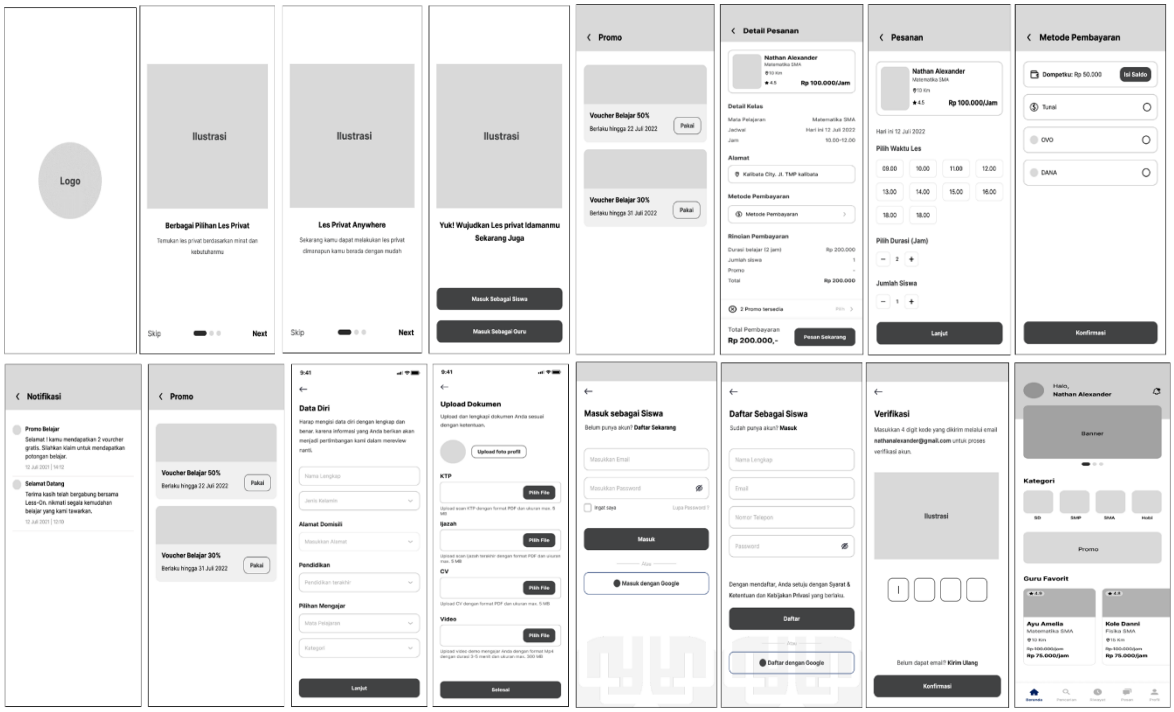

Figure 4. Wireframe Less-ON[3]

In Figure 4 the wireframe phase is a plan or framework that can provide a low-fidelity overview of each page in your application before moving on to the visual mockup phase. The first step in designing wireframes is understanding the content and flow based on how users interact with your product. Wireframes are created under the flow shown in Figure 3. Each flow represents the actions to be performed or the flow of natural user interaction with a digital asset. The content represents the data presented to the consumer at each step or page. Figure 4 includes information design, navigation, and interface design. A wireframe information design represents the information or material you want to convey to your users-Inputs, thumbnails, images, icons, links, etc. Ease of navigation is one way to ensure that users know where and how to find information. Incorporating information design into navigation creates a user interface. Designing an interface is the process of choosing and arranging elements such as buttons, links, titles, text alignment, font size, and interface design, which are all included in Figure 4.

3.3.2 High Fidelity (Prototyping)

This prototyping phase involves designing, colouring, and arranging user interface elements from previously created wireframes. A wireframe is the original design of a prototype. Still, prototypes are not always the same as wireframes, as they are driven by several factors, including input from experts in the field. Recruitment of another team is also for prototyping (high

fidelity) using Figma tools and new ideas for old designs where the application is considered too difficult to understand, depending on the designer's point of view. It may be triggered.

The logo is used as the primary identity to enhance the branding and layout of the application. The logo is placed in the centre of the page so that the Less-ON app can easily recognize it. The logo has two models: the main logo color set and the footer background logo. The logo is used for the splash page, login page, and app footer background as shown as figure 5.

Figure 5. Less-ON Logo [3]

Colour Style uses the main colour code **#19007F** and several colour combinations, as shown in figure 6. In determining the typeface, the typography selection was based on field observations through interviews and previous questionnaires, using the Inter font.

Figure 6. Colour Style selection Less-ON [3]

The next stage of making paper prototypes or mockups has been made in the previous step in the form of a user interface that comes with clearer visuals. The result is a prototype or mockup of user interface design for Less-ON applications. Login Page consists of 2 models login as a teacher and login as a student. The UI splash screen and login page design are the initial interaction by the user when running the Less-ON application. The resulting UX is the interaction of a new user list, logging in to the application via Google, forgetting passwords, resetting passwords, and OTP verification, as shown in Figure 7.

Figure 7. Splash screen dan login Prototype

The UI design for the Student user is when the user successfully logs in/registers as a student. The resulting UX is interaction on the main menu, namely the Student Homepage, Search, order history, messages, and Profile. Other interactions by the user on the student page are selecting a teacher, teacher messages, notifications, vouchers, address sets, tutoring details set, address sets, reviews, payments, monitoring order status, cancelling orders, etc., as shown in Figure 8.

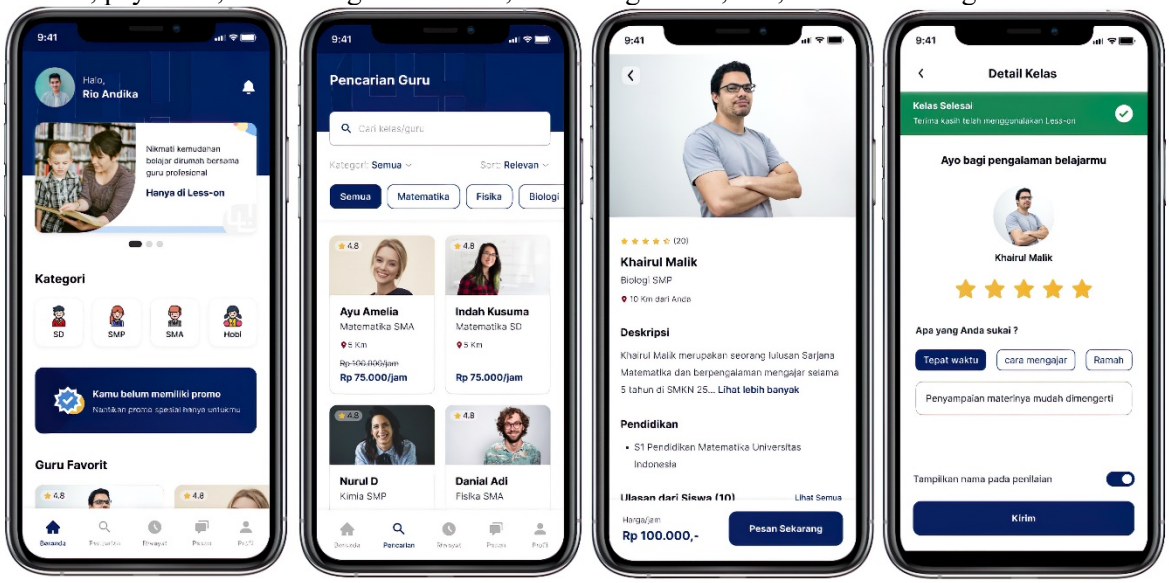

Figure 8. Prototype on Student user

The UI design for the teacher user is when the user successfully logs in/registers as a teacher. The resulting UX is interaction on the main menu, namely the Teacher's Homepage, teaching history, income, messages, and Profile. Other user interactions on the Teacher page are Status Available, Check Orders, notifications, reject/accept orders, set addresses, Ratings, payments, starting and finishing classes, updating trip statuses, editing profiles, etc., such as Figure 9.

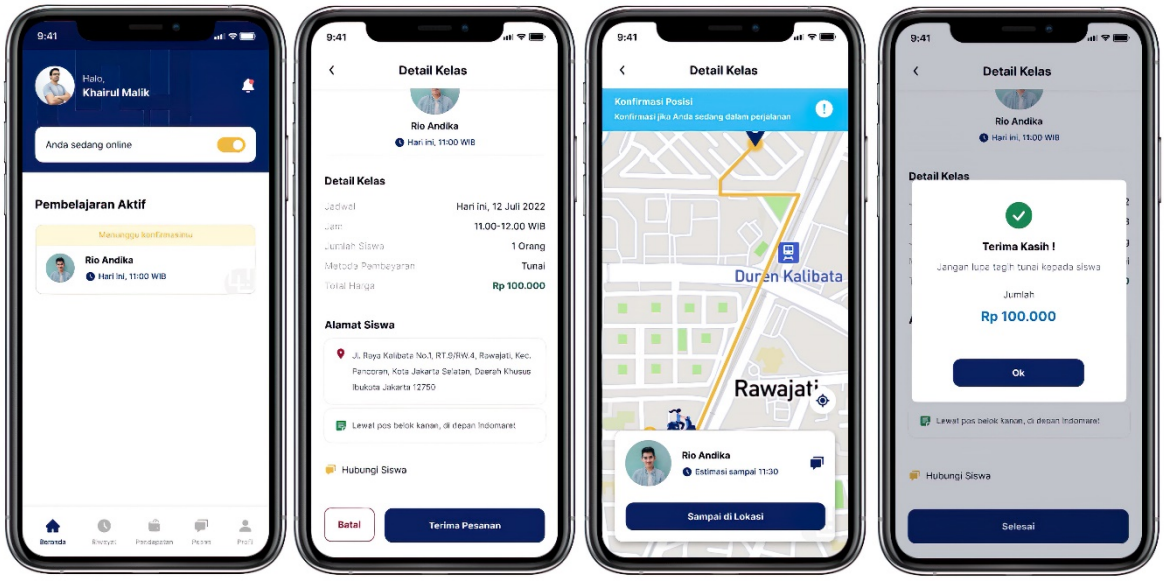

Figure 9. Prototype on teacher user

3.4 Run an Experience

The experiment stage was conducted to determine the flow of prototypes previously manufactured in the MVP phase. Testing in this phase is performed by independent tests, teams, and audiences. Before testing your target audience, individual and group testing can help you find flaws in your UI design, prototyping flow, typography, and visual design. Independent or team testing is performed to ensure that prototyping is best performed in conjunction with MVP

(minimum viable product) design. These experimental questionnaires are used to run tests on target users, and test researchers receive feedback on prototype designs. This will be handled during the feedback and research phase and will help us improve the user interface later.

3.5 Feedback and Research

In this step, to get feedback from the validation process, User research is central to most UX approaches UI/UX. The UI/UX development was measured using the PSSUQ questionnaire package (Post Study System Usability Questionnaire), which can be used to measure usability. PSSUQ is used to evaluate the pride of the UI/UX utilized by the consumer. PSSUQ is a questionnaire package deal used to investigate factors of usability (optimization technique of interplay among customers and UI/UX). The life of those interactions can permit customers to gain suitable records as a higher solution. PSSUQ Subscale Summary Result is shown in Table 2 below:

Table 2. PSSUQ Subscale Summary Result

RESPONDEN	Overall PSSUQ			PSSUQ
	SYSUSE	INFOQUAL	INTERQUAL	SCORE
R1	3,000	2,833	2,000	**2,688**
R2	2,667	2,333	1,000	**2,125**
R3	2,000	2,167	1,500	**1,938**
R4	2,333	2,833	2,250	**2,500**
R5	2,333	2,833	2,000	**2,438**
R6	2,500	3,500	2,250	**2,813**
R7	2,000	2,500	2,000	**2,188**
R8	2,667	3,000	2,500	**2,750**
R9	2,833	3,500	2,500	**3,000**
R10	2,833	3,500	3,000	**3,125**
R11	2,833	3,667	2,250	**3,000**
R12	1,667	2,333	2,000	**2,000**
R13	2,000	1,833	1,750	**1,875**
R14	2,333	2,500	2,500	**2,438**
R15	1,833	2,333	1,750	**2,000**
R16	2,167	1,833	1,750	**1,938**
R17	2,167	2,000	1,500	**1,938**
R18	1,500	1,833	1,500	**1,625**
R19	2,000	2,333	1,750	**2,063**
R20	2,167	2,833	1,750	**2,313**
R21	2,667	2,833	2,250	**2,625**
R22	1,500	1,500	1,500	**1,500**
R23	3,167	3,333	3,000	**3,188**
R24	2,333	2,833	2,750	**2,625**
R25	2,333	2,667	2,250	**2,438**
R26	1,833	2,167	1,250	**1,813**
R27	1,500	1,833	1,750	**1,688**
R28	1,667	2,000	1,500	**1,750**
R29	1,333	1,667	1,750	**1,563**
R30	3,000	3,000	2,500	**2,875**
R31	1,500	2,167	1,500	**1,750**
R32	1,667	2,167	1,750	**1,875**
R33	2,500	2,333	2,250	**2,375**
R34	2,000	3,500	2,250	**2,625**
R35	1,833	2,000	2,000	**1,938**
R36	1,167	1,833	1,500	**1,500**
R37	2,167	3,167	3,000	**2,750**
R38	2,667	3,333	2,500	**2,875**
R39	2,167	3,000	2,250	**2,500**
R40	2,500	3,000	2,500	**2,688**
R41	2,000	2,500	2,000	**2,188**
R42	1,333	2,000	1,500	**1,625**
R43	1,000	1,500	1,250	**1,250**
R44	1,000	1,500	1,000	**1,188**
R45	1,167	1,833	1,250	**1,438**
R46	1,333	1,833	1,500	**1,563**
R47	1,333	1,500	1,500	**1,438**
R48	1,167	1,167	1,500	**1,250**
R49	1,167	1,333	1,500	**1,313**
R50	2,167	2,167	2,500	**2,250**
R51	1,500	1,500	1,250	**1,438**
R52	2,333	2,667	2,250	**2,438**
Total	**SYSUSE**	**INFOQUAL**	**INTERQUAL**	**Overall**

	2,016	**2,391**	**1,933**	
		PSSUQ Result		**2,136**

System Usability (SYSUSE) is an item contained in the PSSUQ assessment to assess the usefulness of Less-ON and whether it is following the user's needs. The respondents perceived Less-ON's UI/UX as highly acceptable, as its average score for the System Usability assessment is 2.016. The value indicates the user's level of agreement with the interaction with the UI/UX, which is highly acceptable. Information Quality (INFOQUAL) is a strong predictor of ease of use and user satisfaction. InfoQual is an item in the PSSUQ assessment to assess the quality of Less-ON information in terms of comfort, accuracy, suitability with needs, and accuracy in presenting the information. The average score for the Information Quality assessment is 2.391.

Interface Quality (INTERQUAL) is an item contained in the PSSUQ to assess the quality of the Less-ON interface in the form of an attractive appearance and ease of operation. In designing a mobile application system, preparing an attractive interface or interface layout that follows information needs is necessary. The limited screen display is one of the obstacles. The limited screen size causes the displayed information to be a challenge in mobile application development. Good interface quality increases satisfaction and willingness to use. Mobile devices are designed to be used anywhere. Users may need to perform several other activities simultaneously while using the device. Compatibility in interaction with UI/UX influences the ease of use associated with new technologies. The Interface Quality of PSSUQ satisfaction was achieved at 1.922, which is highly acceptable.

User satisfaction by looking at the quality of information, user interface and user satisfaction. Users are satisfied with some parts, such as the clarity of the Less-ON application and the ability to understand it. The overall PSSUQ satisfaction perceived by the 52 respondents was achieved at 2.136, which is highly acceptable. The PSSUQ was used to measure the usability of Less-ON's UI/UX. Overall system usability evaluation is summarized in Table 3.

Table 3. Less-ON Evaluation with PSSUQ

PSSUQ Overall Category	Weighted Mean	Verbal Interpretation
System Usefulness (SYSUSE)	2,016	Highly Acceptable
Information Quality (INFOQUAL)	2,391	Highly Acceptable
Interface Quality (INTERQUAL)	1,933	Highly Acceptable
Overall	2,136	Highly Acceptable

4. CONCLUSION

The developed system has successfully implemented to design of UI/UX for digital Start-Up Less-ON, the mobile Community-based Emergency Reporting and Notification System. The usability UI/UX analysis for Less-ON conducted using the Post-Study System Usability Questionnaire (PSSUQ) has provided a comprehensive picture of Less-ON in terms of usability. The functional test garnered a 100% accomplishment rate, which means that the applicable requirements set were positively met. The usability test using the PSSUQ with a 2.136 overall mean showed that the system was highly acceptable based on system usefulness, information quality, interface quality, and overall satisfaction.

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