Usability Analysis of the Sahabatku Application using the System Usability Scale

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Abstract: After COVID-19, various mental health issues have been increasing. This is where the important role of information technology comes in, one of which is in the implementation of counseling, which has shifted from face-to-face to online. The Sahabatku application is one of the psychological counseling applications created as an effort to improve mental health. The purpose of this study is to identify the usability value of the Sahabatku application so that it can provide development ideas for developers in the future and to ensure that users of the application are satisfied as they achieve their counseling goals. This research took place from November 2024 to February 2025, using a System Usability Scale questionnaire consisting of 10 questions with a Likert scale of 1-5 to 61 students aged 17-21 majoring in psychology who had never used the application at all. This study concludes that the Sahabatku application received SUS score of 64, placing it at Grade C-, the Adjective scale is rated as OK, the Acceptability scale is marginally accepted, and the NPS score is classified as passive.
Keywords: System Usability Scale, Sahabatku application, online counseling.

INTRODUCTION

The COVID-19 pandemic caused an increase in stress and anxiety in society. According to an online survey conducted by the Indonesian Psychiatric Specialist Association (PDSKJI) from March 2020 to March 2022 with a total of 14,988 respondents, psychological problems were most commonly found in individuals aged 17-29 years and over 60 years, with anxiety reported by 71.7% of respondents, depression by 72.9% of respondents, and psychological trauma by 84% of respondents, that experienced during pandemic. Of all respondents experiencing mental health issues, 36% were preparing to end their lives (Litbang MI - E-Paper Media Indonesia, 2022).

This issue requires psychological support in the form of counseling, which is a challenge during the pandemic, and can only be addressed by information and communication technology, leading to the emergence of online counseling. The practice of online counseling is not a completely new phenomenon. Online counseling has existed and been developed for a long time. However, in relation to the COVID-19 pandemic, online

counseling has become something that is mandatory to be done in efforts to improve mental health, thus requiring an enhancement of the skills of its practitioners (Situmorang, 2020)

According to research by Prasetiawan (2016), online counseling is an effort to provide assistance carried out by therapists or counselors to clients who are in different spaces, thus requiring the help of internet technology in the process. Various terms are used by different experts to refer to online counseling, such as e-counseling, distance counseling, telecounseling, or cyber counseling. In this situation, communication between the counselor and the client should be able to proceed more quickly, efficiently, and comfortably from an administrative standpoint. The process that takes place in online counseling is almost the same as in face-to-face/offline counseling. However, in its implementation, various preparations are needed, such as the availability of adequate hardware and software. Various platforms that can be used in online counseling include applications, websites, phone calls, WhatsApp chat, video conferences, and other social media (Sari, 2021).

Online counseling process can create positive effects for both the client and the counselor. Some positive effects experienced include clients feeling more comfortable, open, free to speak, and avoiding embarrassment due to not having face-to-face interactions; reduced time, energy, and costs of going out to
the counseling location; flexibility in scheduling appointments; sessions becoming shorter and more efficient; effective in helping to reduce the anxiety and worries of clients; and providing a closer therapeutic relationship that can offer valuable new information to counselors during counseling sessions (Feijt et al., 2020).

However, according to Purwaningrum et al. (2021), several barriers and adjustment needs were found in online counseling applications. Such as clients' unwillingness to be open; limited counselor skills; even down to small things like clients being unwilling to turn on their cameras during counseling; clients disappearing throughout the counseling process, etc (Purwaningrum et al., 2021). Or the low accuracy of counseling, indicated by the presence of instructions that are considered less specific during the counseling process, as well as the difficulty in observing nonverbal behavior; counselors find it hard to connect with clients; clients feel that online sessions are more demanding and exhausting compared to face-to-face (Feijt et al., 2020). Counselors are perceived to be less able to optimally show their empathy, resulting in clients feeling less of the positive energy provided by the counselors (Fahmi et al., 2020).

In terms of technology, the obstacles that occur are the unstable internet speed in the clients' or counselors' areas; some clients do not have the necessary devices or lack the skills to use the required software; some counselors report a lack of support from their organizations in providing software or hardware; and there is a lack of specific regulations for client data protection and easily accessible technical helpdesk (Feijt et al., 2020).

In Indonesia, one of the online counseling applications is the Sahabatku app. The Sahabatku app is a free psychological counseling application android-based specifically designed for teenagers to young adults, led by professional counselors and psychologists who are graduates of competent psychology faculties and have experience in their field. This application was created by PT. Idekreatif Menusa Teknologi and has been available on the Google Play Store since June 4, 2020, with a rating of 4.1 and has been downloaded over 100,000 times. Based on user reviews, there are several negative comments out of a total of 69 reviews from 2020-2025, such as the provision of solutions being random/not appropriate/lacking depth; the long response time from counselors/psychologists ranging from 3-11 days; users not receiving counseling quotas when they really need counseling; or when they have been responded to by counselors/psychologists but users do not reply immediately, counseling being closed unilaterally, in fact, some user questions are not answered at all. The app is slow and crashes suddenly during the consultation process, or it's newly downloaded but cannot be opened at all (Google Play Web, 2024).

The Sahabatku application uses chat for its counseling process. The use of chat in the counseling process will cause a time delay, which is a condition where the counselor cannot respond to the client quickly. This condition can create a certain anxiety for clients who are waiting for a response from the counselor.[8] This experience is certainly one of the factors that clients consider when choosing an application.

Ferrer (2022) in the article UXDesign.cc argues that an appropriate user interface will bring a satisfying user experience for application users.[9] User experience is not just about the graphics on the screen, but encompasses all interactions that users have with products and services. If an application is difficult to use, users will leave or not use the application again.[10] This is because users tend to judge that things that look better will work better, even if they are not actually more efficient and effective. To achieve a good rating, applications must be able to provide a better user experience. A good application is one that meets the aspects of usability (Putri & Indriyanti, 2023).

The System Usability Scale (SUS) is one of the tools for evaluating the usability or usefulness of an application. Since it is generally user-oriented, it is referred to as a method that focuses on user experience. User experience according to ISO 9241-110 is the perception and response of users resulting from the use of and/or efforts to avoid using certain products, systems, or services, which employs a qualitative approach (Benedictus, 2016). The System Usability Scale (SUS), created by John Brooke in 1986, has been widely used to assess the level of acceptance and user satisfaction with applications, products, services, and hardware. It consists of 10 items of questions with a 1-5 Likert scale that has been tested for validity and reliability for use (Sharfina & Santoso, 2016).

Based on the explanation above, the author feels the need to identify and analyze the usability of the Sahabatku application, so that the developers can improve the application and increase the number of users as well as enhance user comfort and satisfaction when using the application.

RESEARCH METHOD

This research began with observing and monitoring the ratings and reviews of the application usage, followed by a literature study through the internet, previous journals and articles, as well as books related to the research topic. The next stage is data collection using a research instrument in the form of a questionnaire. The questionnaire used for data collection is the System Usability Scale questionnaire created by the researcher using Google Forms, which was then shared the link with respondents through the WhatsApp application. The questionnaire link was provided to respondents after they were informed about the Sahabatku application and how to use it. The respondents then downloaded and tried the Sahabatku application themselves. The respondents in this study are 61 first-year psychology students aged 17-21 who have never participated in face-to-face or online counseling and have never used the Sahabatku application.

This research takes place from November 2024 to February 2025. The research instrument uses the System Usability Scale questionnaire created by Brooke (1996) and has been translated into Indonesian (Sharfina & Santoso, 2016). Several calculations are involved in determining the final score of the System Usability Scale (SUS) questionnaire results, namely:

a. Odd questions (1, 3, 5, 7, and 9), the final score is obtained from the statement score received from respondents minus 1. (X -1). Questions 1, 3, 5, 7, and 9 are positively-

oriented questions, using wording associated with positive statements, such as 'like,' 'easy,' 'quickly,' and 'confident.' (Bellio, 2024).

b. Even statements (2, 4, 6, 8, and 10), the final score is obtained from the value of 5 minus the statement score received from respondents (5-X). Questions 2, 4, 6, 8, and 10 are negatively-oriented questions, where the question and wording have negative associations like 'complex,' 'inconsistency,' and 'cumbersome.' (Bellio, 2024).

c. The final score is obtained by summing the scores of each statement and then multiplying by 2.5.

The combination of the odd-even approach helps capture a comprehensive perspective of a user's experience with the application [15]. Finally, the final SUS result is obtained by summing the final scores from all users to get an average score. Then the final SUS result is interpreted as part of the analysis. Researcher also added some questions about the experience of using the Sahabatku application, which were analyzed descriptively.

RESULT AND DISCUSSION

Sahabatku Application

According to the Google Play website, Sahabatku application is a psychological counseling application designed specifically for teenagers to young adults, with the tagline "a friend in need, is a friend indeed," which is expected to be a fun counseling space for any issues, including personal development. This application is an online counseling app based on Android that does not charge any fees at all. This is certainly an attractive feature for users who have budget constraints but need psychological assistance. In addition, this application offers the convenience of counseling anytime and anywhere, as long as the client quota and counselor schedule are available, which saves time and effort, as well as being flexible. Counseling system in this application is there is limitation daily quota. If the counseling sessions are full or the client quota runs out, users cannot make further counseling requests on that day. In addition, this application has a time limitation system for communicating with psychologists/counselors. If within 24 hours the client does not respond to the response sent by the psychologist/counselor, then the counseling session will be ended unilaterally.

Here is the interface of the Sahabatku application after being downloaded from the Google Play Store:
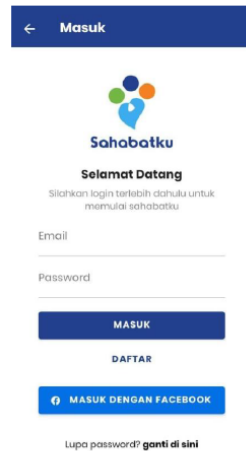
Figure 1. Initial Display of the Application After Downloading

For first-time users, you can click REGISTER or choose LOGIN WITH FACEBOOK. After registering and confirming your email, users enter the registered email along with their password. Once logged in successfully, users will see the main page as follows:

Figure 2. Main Page

To conduct counseling, users select COUNSELING found in the menu at the bottom of the application. Since the user is using the application for the first time, a display like this will appear.

Figure 3. Notification Display: Has Never Done Counseling

Click the NEW COUNSELING button. Then a consent page for counseling will appear as follows:
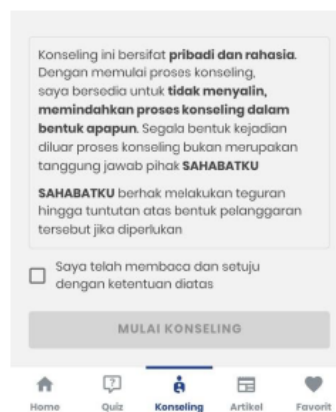
Figure 4. Approval Page for Counseling

Check the box with the sentence 'I have read and agree with the terms above', and click the START COUNSELING button. After that, a page will appear to select the category and subcategory of the issues that the user wants to consult, as follows:
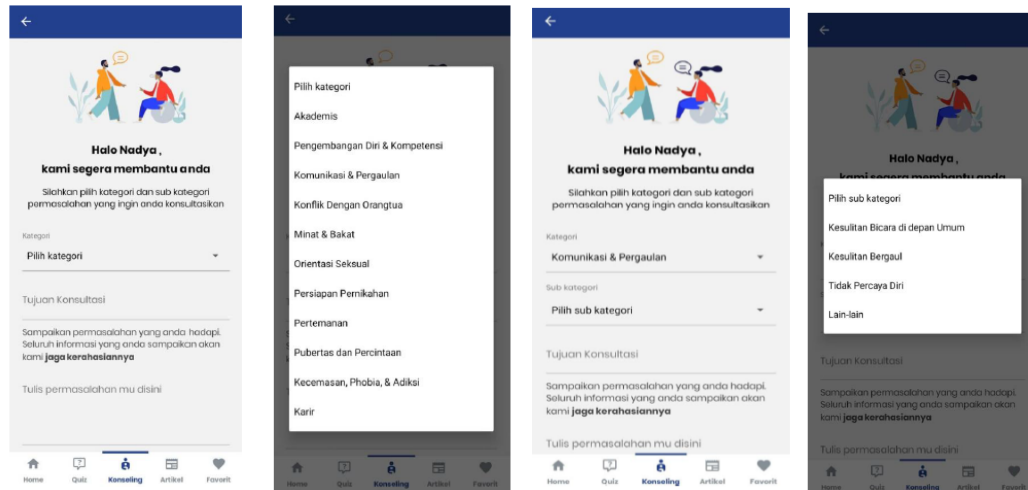
Figure 5. Display for Selecting Categories and Subcategories of Issues

After making a selection, a page will appear to fill in the consultation purpose and write down the issues you want to convey to the psychologist/counselor as follows:
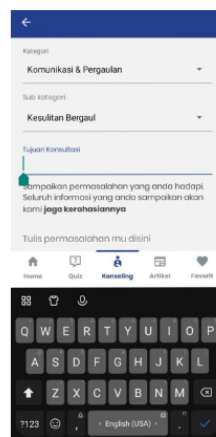
Figure 6. Display Of Filling in the Consultation Goals and the Problems To Be Consulted

After writing the problem, you can immediately click the START COUNSELING button located at the bottom. Then the following page will appear:
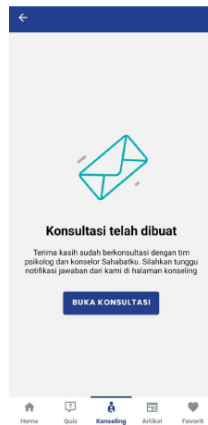
Figure 7. Consultation Information Display Has Been Created

Users are waiting for notifications of answers from psychologists/counselors on the counseling page. Click the OPEN CONSULTATION button to switch to the counseling page as follows:
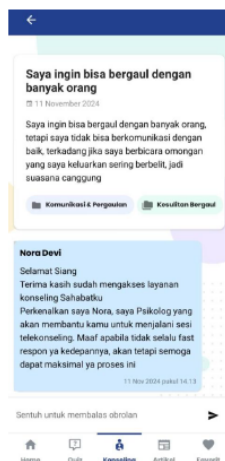
Figure 8. Counseling Page Display

This counseling page will feature the counseling between the psychologist/counselor and the application users. As seen in Figure 8, the counseling session in the Sahabatku application uses chat. This is where the interaction between the psychologist/counselor and the users takes place.

If you are unable to start the counseling session, the following page will appear:
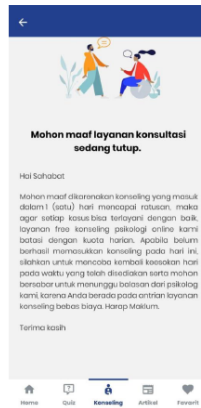
Figure 9. The Display of the Page Cannot Start Counseling Yet

Results from the System Usability Scale Questionnaire

After 61 respondents downloaded and used the Sahabatku application for the first time, the researcher provided a Google Form link for the System Usability Scale questionnaire. Here are the results of the SUS data calculations:

Table 1. SUS Questionnaire Data Calculations

| No	Reponden	Usia	Jenis Kelamin	Skor Asli (Data Contoh)											Skor Hasil Hitung (Data Contoh)										Jumlah	Nilai (Jumlah x 2.5)
				Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10		
1	Responden 1	18	Laki-Laki	2	4	3	1	3	2	4	3	3	4	1	1	2	4	2	3	3	2	2	1	21	53
2	Responden 2	18	Laki-Laki	4	3	4	2	4	2	3	2	5	5	3	2	3	3	3	3	2	3	4	0	26	65
3	Responden 3	18	Laki-Laki	4	4	4	3	4	3	4	3	4	3	3	1	3	2	3	2	3	2	3	2	24	60
4	Responden 4	18	Perempuan	1	5	2	2	2	4	3	3	3	3	0	0	1	3	1	1	2	2	2	2	14	35
5	Responden 5	18	Laki-Laki	4	1	4	2	4	3	4	2	4	3	3	4	3	3	3	2	3	3	3	2	29	73
6	Responden 6	20	Laki-Laki	1	5	4	2	4	3	4	2	4	3	0	0	3	3	3	2	3	3	3	2	22	55
7	Responden 7	19	Perempuan	3	2	4	2	4	3	4	2	4	2	2	3	3	3	3	2	3	3	3	3	28	70
8	Responden 8	21	Perempuan	2	2	4	2	5	1	2	2	4	2	1	3	3	3	4	4	1	3	3	3	28	70
9	Responden 9	19	Perempuan	4	2	4	2	3	3	4	3	2	4	3	3	3	3	2	2	3	2	1	1	23	58
10	Responden 10	18	Perempuan	3	4	3	2	4	2	4	2	4	2	2	1	2	3	3	3	3	3	3	3	26	65
11	Responden 11	19	Perempuan	4	2	4	2	4	3	4	2	4	2	3	3	3	3	3	2	3	3	3	3	29	73
12	Responden 12	19	Perempuan	3	4	3	2	2	2	3	4	2	4	2	1	2	3	1	3	2	1	1	1	17	43
13	Responden 13	18	Perempuan	3	2	4	2	4	3	4	2	2	4	2	3	3	3	3	2	3	3	1	1	24	60
14	Responden 14	19	Perempuan	4	1	3	2	4	2	2	4	3	5	3	4	2	3	3	3	1	1	2	0	22	55
15	Responden 15	18	Laki-Laki	4	1	5	1	5	1	4	1	5	4	3	4	4	4	4	4	3	4	4	1	35	88
16	Responden 16	17	Perempuan	5	1	5	1	5	1	5	1	5	1	4	4	4	4	4	4	4	4	4	4	40	100
17	Responden 17	18	Perempuan	2	2	3	2	4	2	4	2	4	4	1	3	2	3	3	3	3	3	3	1	25	63
18	Responden 18	18	Laki-Laki	3	3	4	4	4	3	3	3	3	4	2	2	3	1	3	2	2	2	2	1	20	50
19	Responden 19	19	Perempuan	4	2	4	2	4	1	4	1	4	5	3	3	3	3	3	4	3	4	3	0	29	73
20	Responden 20	20	Laki-Laki	2	4	2	2	4	2	4	3	3	4	1	1	1	3	3	3	3	2	2	1	20	50
21	Responden 21	18	Perempuan	4	2	3	4	3	2	4	4	2	4	3	3	2	1	2	3	3	1	1	1	20	50
22	Responden 22	18	Perempuan	2	1	4	1	4	4	5	1	4	5	1	4	3	4	3	1	4	4	3	0	27	68
23	Responden 23	18	Perempuan	3	2	3	2	4	4	4	2	4	4	2	3	2	3	3	1	3	3	3	1	24	60
24	Responden 24	20	Laki-Laki	3	3	3	3	2	5	5	3	4	4	2	2	2	2	1	0	4	2	3	1	19	48
25	Responden 25	18	Laki-Laki	3	2	4	2	4	3	4	2	4	4	2	3	3	3	3	2	3	3	3	1	26	65
26	Responden 26	19	Laki-Laki	3	3	3	3	3	3	3	3	3	3	2	2	2	2	2	2	2	2	2	2	20	50
27	Responden 27	18	Perempuan	3	3	3	4	3	2	3	4	2	4	2	2	2	1	2	3	2	1	1	1	17	43
28	Responden 28	18	Perempuan	3	3	4	4	3	4	3	4	4	4	2	2	3	1	3	2	3	2	3	1	22	55
29	Responden 29	18	Perempuan	4	2	4	2	4	2	4	2	4	4	3	3	3	3	3	3	3	3	3	1	28	70
30	Responden 30	19	Perempuan	5	2	4	2	4	3	4	3	3	4	4	3	3	3	3	2	3	2	2	1	26	65
31	Responden 31	18	Perempuan	4	2	4	2	4	2	3	2	4	4	3	3	3	3	3	3	2	3	3	1	27	68
32	Responden 32	18	Perempuan	4	2	4	2	4	2	4	2	4	2	3	3	3	3	3	3	3	3	3	3	30	75
33	Responden 33	19	Laki-Laki	3	2	4	2	4	2	4	2	4	4	2	3	3	3	3	2	3	3	3	1	26	65
34	Responden 34	18	Perempuan	2	2	4	4	5	3	4	1	2	1	1	3	3	1	4	2	3	4	1	4	26	65
35	Responden 35	18	Laki-Laki	4	2	4	2	4	4	4	3	3	4	3	3	3	3	3	1	3	2	2	1	24	60

No	Name	Age	Gender	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10		R1	R2	R3	R4	R5	R6	R7	R8	R9	R10	Sum	Score
36	Responden 36	18	Laki-Laki	3	2	3	4	4	4	3	3	2	3		2	3	2	1	3	1	2	2	1	2	19	48
37	Responden 37	18	Laki-Laki	3	1	5	1	4	3	5	2	4	2		2	4	4	4	3	2	4	3	3	3	32	80
38	Responden 38	18	Perempuan	3	2	4	2	4	2	3	3	2	2		2	3	3	3	3	3	2	2	1	3	25	63
39	Responden 39	19	Laki-Laki	4	3	3	2	4	3	3	2	2	3		3	2	2	3	3	2	2	3	1	2	23	58
40	Responden 40	19	Perempuan	3	2	4	1	3	1	3	1	1	1		2	3	3	4	2	4	2	4	0	4	28	70
41	Responden 41	18	Perempuan	4	2	4	5	3	3	4	3	3	5		3	3	3	0	2	2	3	2	2	0	20	50
42	Responden 42	19	Perempuan	4	2	4	1	5	4	4	2	3	1		3	3	3	4	4	1	3	3	2	4	30	75
43	Responden 43	19	Perempuan	3	2	4	2	4	4	3	2	3	3		2	3	3	3	3	1	2	3	2	2	24	60
44	Responden 44	18	Perempuan	3	2	4	3	3	4	3	4	2	2		2	3	3	2	2	1	2	1	1	3	20	50
45	Responden 45	19	Perempuan	3	2	4	2	3	3	3	3	2	2		2	3	3	3	2	2	2	2	1	3	23	58
46	Responden 46	18	Laki-Laki	3	3	3	5	3	4	3	4	2	2		2	2	2	0	2	1	2	1	1	3	16	40
47	Responden 47	18	Perempuan	4	2	4	2	4	2	5	2	4	2		3	3	3	3	3	3	4	3	3	3	31	78
48	Responden 48	20	Perempuan	4	2	5	2	5	1	5	2	4	1		3	3	4	3	4	4	4	3	3	4	35	88
49	Responden 49	18	Perempuan	4	2	5	1	1	1	4	1	3	1		3	3	4	4	0	4	3	4	2	4	31	78
50	Responden 50	19	Perempuan	2	2	5	4	3	1	4	2	2	2		1	3	4	1	2	4	3	3	1	3	25	63
51	Responden 51	19	Perempuan	4	3	3	3	4	3	4	1	4	1		3	2	2	2	3	2	3	4	3	4	28	70
52	Responden 52	19	Laki-Laki	3	5	2	3	3	4	3	3	3	4		2	0	1	2	2	1	2	2	2	1	15	38
53	Responden 53	19	Perempuan	4	3	4	3	4	1	4	2	4	4		3	2	3	2	3	4	3	3	3	1	27	68
54	Responden 54	18	Perempuan	4	2	4	4	4	2	2	2	4	4		3	3	3	1	3	3	1	3	3	1	24	60
55	Responden 55	18	Perempuan	3	2	5	2	4	1	5	2	5	2		2	3	4	3	3	4	4	3	4	3	33	83
56	Responden 56	18	Perempuan	4	2	4	2	5	1	3	2	4	1		3	3	3	3	4	4	2	3	3	4	32	80
57	Responden 57	18	Perempuan	5	2	5	1	5	1	5	1	5	1		4	3	4	4	4	4	4	4	4	4	39	98
58	Responden 58	19	Perempuan	3	2	4	1	4	2	4	2	4	2		2	3	3	4	3	2	3	3	3	3	29	73
59	Responden 59	19	Perempuan	4	4	3	1	4	1	4	1	4	1		3	1	2	4	3	4	3	4	3	4	31	78
60	Responden 60	18	Perempuan	4	2	4	2	5	2	4	2	4	2		3	3	3	3	4	3	3	3	3	3	31	78
61	Responden 61	19	Perempuan	5	4	4	2	5	5	4	1	1	1		4	1	3	3	4	0	3	4	0	4	26	65
														Skor Rata-rata (Hasil Akhir)												64

Interpretation of Calculation Results

The interpretation to be conducted is based on the use of the SUS method over 30 years with data from more than 10,000 respondents and hundreds of products, based on Figure 10 by Sauro and Lewis (2018) [14] below:
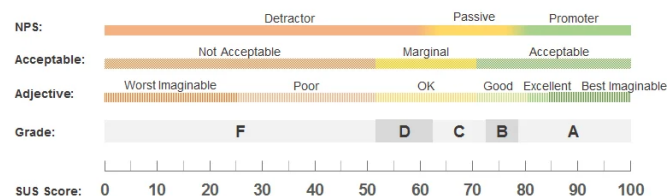

Figure 10. Interpretation of SUS Values from Various Approaches

As seen in Table 1, the final SUS score obtained is 64. Here is the interpretation of the score results based on Figure 10 above:

1. Percentiles

   SUS scores can be converted into percentile rankings. Percentile rankings are the same approach used by pediatricians to determine if a baby is overweight or underweight. A large dataset of SUS scores is 'normalized' to allow for percentile ranking. Percentile rankings indicate how well a SUS score compares to others in the database. Figure 11 shows the percentile rankings for common thresholds of raw SUS scores.
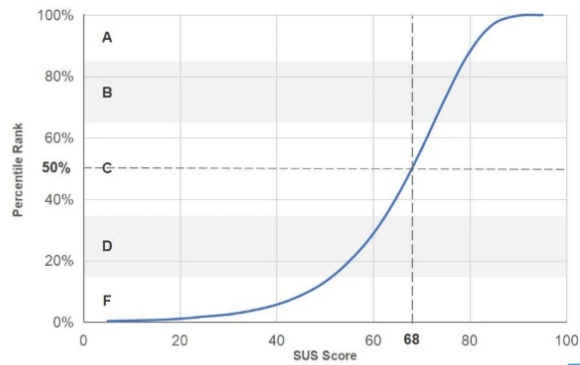
Figure 11. Percentile Ranking

The average score (at the 50th percentile) is 68. This means SUS scores above 68 are above average and below 68 are below average. Based on Figure 11, the final SUS score of 64 is below average at the 38th percentile (a score worse than 68% of the scores in the database).

2. Grades

Grades are a type of assessment that many people experience in school. The range varies from A, indicating excellent performance, to F, indicating failing performance, while C indicates average performance. Grades can be seen in Figure 10 above. With a final SUS score of 64, the Sahabatku application is ranked C-.

3. Adjectives

Building ideas using words instead of numbers to describe an experience, Bangor et al (2008) linked 1,000 SUS scores with a 7-point adjective scale. This scale includes adjectives such as "Good," "OK," and "Bad"—words that users loosely associate with product usability. For example, scores above 85 are associated with "Very Good." "Good" is just slightly above average at a score of 71, and "OK" corresponds to a score of 51. Some recent studies suggest that "Fair" may be a better adjective than "OK," indicating an acceptable experience (when it's basically just marginal). From Figure 10 above, with a final SUS score of 64, the Sahabatku application falls under "OK."

4. Acceptability

Another variation on using words to describe SUS is by thinking in terms of what is "acceptable" or "unacceptable." Bangor et al. (2008) defined these terms for when SUS is significantly above or below average. Acceptable corresponds to around above 70 (above an average of 68) and unacceptable below 50

(approaching the benchmark for scores lower than 51.6 with an F grade). The range between 50-70 is considered "marginally acceptable," which covers the range from C to D on the grading scale. Based on the SUS score of 64, the Sahabatku application falls between 50-70, thus being marginally acceptable.

5. Promoters and Detractors

J. Sauro and J. Lewis (2018) have consistently observed a strong correlation between SUS and Net Promoter Score (NPS). On average, SUS explains between 30% and 50% of the variation in users' likelihood to recommend the products they use. NPS divides respondents into three classes of recommenders based on their responses to 10 SUS questions. Promoters score of 9 and 10; passives, 7 and 8; and detractors, 6 and below. While promoters (as their name suggests) are most likely to recommend the product/website/app to friends, detractors are more likely to not recommend than to recommend. Sauro and Lewis have NPS and SUS data from 4,664 respondents and calculated the average SUS for each of these recommender classifications. To achieve Promoter classification, the SUS score needs to be close to an average of 81 (which is the high standard). Detractors are related to an average SUS of 53 and below, and Passives are scores in between (average 70). With a score of 64, the SahabatKu application falls into the Passive category.

Table 2. Interpretation of SUS Scores for the Sahabatku Application

Grade	SUS	Percentile range	Adjective	Acceptable	NPS
C-	62.7 – 64.9	35 – 40	OK	Marginal	Passive

This is in line with the results of the SUS questionnaire by item and the results of interviews with respondents. 46.7% of respondents were positive about using the application again for online counseling (Q1); 65.5% of respondents did not find the application complicated to use (Q2); 70.5% of respondents were positive that the application is easy to use (Q3); 72% of respondents felt they did not need help from others in using the application (Q4); 73.8% of respondents were positive that the features in the application work properly (Q5); 66.6% of respondents were positive that other users would easily understand how to use the application (Q7); 63.9% of respondents were positive that

using the application is not confusing (Q8); and 54.1% of respondents felt there were no obstacles when using the application (Q9). From the interview results, respondents found it easy to use the application, the features in the application were quite good, the application's performance in accessing data was fast enough, and they felt fairly satisfied with the application for online counseling.

However, 27.9% of respondents felt that there were many inconsistencies in the app (Q6); 44.3% of respondents felt they need to study the app first before using it for online counseling (Q10). From the interview results, respondents felt that there were several shortcomings of this app, namely feeling dissatisfied when using the app due to the counseling system. Difficulty of getting consultation schedules related to limited daily quotas, with some trying for 3 consecutive days to consult but still unable to get a quota; slow responses from psychologists that took 3-11 days to reply; unilateral termination of counseling by psychologists when the respondents did not immediately reply to psychologists' responses; the app not being accessible; the absence of a call center feature; and some even preferred face-to-face counseling because they did not feel fully engaged in sharing. This becomes an obstacle when professional help is urgently needed. Which makes clients feel unsatisfied, especially when the client is unable to respond quickly.

CONCLUSION

Based on the results of data calculations and discussions from the research that has been conducted, a SUS score of 64 was obtained, which reflects the usability value of the Sahabatku online counseling application. According to the Grade Scale, this SUS score is classified as Grade C-. Meanwhile, from the Adjective scale, the application's usage is rated as OK. Based on the Acceptability scale, the use of the Sahabatku online counseling application can be considered marginally acceptable. Finally, based on the NPS score, the Sahabatku application is classified as passive. It is hoped that the developer can improve the existing counseling system and speed up response times between psychologists and users, so that users can be more satisfied with the application and feel better after consulting through the application.

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