

**IMPROVEMENT OF USER EXPERIENCE IN SHAREPOINT:
CASE STUDY OF KT-IT SOLUTIONS GMBH**

By

Hansen Chitrahadi
11302006



SWISS GERMAN UNIVERSITY
The Prominence Tower
Jalan Jalur Sutera Barat no.15, Alam Sutera
Kota Tangerang, Banten 15143
Indonesia

August 2017

Revision after the Thesis Defense on 20 July 2017

STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

Hansen Chitrahadi

Student

Date

Approved by:

Dr. Dipl.-Ing. Maulahikmah Galinium, S.Kom, M.Sc

Thesis Advisor

Date

Tom Oswald, B.Sc

Thesis Co-Advisor

Date

Dr. Ir. Gembong Baskoro, M.Sc.

Dean

Date

Hansen Chitrahadi

ABSTRACT

IMPROVEMENT OF USER EXPERIENCE IN SHAREPOINT: CASE STUDY OF KT-IT SOLUTIONS GMBH

By

Hansen Chitrahadi

Dr. Dipl.-Ing. Maulahikmah Galinium, S.Kom, M.Sc, Advisor
Tom Oswald, B.Sc, Co-Advisor

SWISS GERMAN UNIVERSITY

The purpose of this study is to provide a solution which improve the User Interface of SharePoint. The default SharePoint User Interface is confusing, either for the old user or the new user. SharePoint is a team collaboration software which used by companies to manage documents, manage projects, and also give information via intranet. Based on the User Experience Questionnaire (UEQ) framework, there are several attributes on a website such as attractiveness, perspicuity, efficiency, dependability, stimulation, and novelty. The result of the questionnaire determines almost all part of SharePoint needs improvement. Based on the UEQ benchmark, which is provided by the UEQ itself, all of the attribute is low. However, this study concentrates in improvement on Perspicuity, Efficiency, and Dependability, in this case the scenarios. The scenarios are Project Management, Team Collaboration, and Intranet. The reviewer, which consist of 5 experts in the SharePoint and work at KT-IT Solution GmbH, give a positive feedback regarding the improvement. The improvement is done by removing some of the unnecessary field in a form that would disturb the user experience. After improvement, the results are given back to be reviewed by KT-IT Solutions GmbH. The improvement is accepted by the experts at KT-IT Solutions GmbH, and approved by those experts.

Keywords: SharePoint, Improvement, User Experience, UEQ, Team Collaboration Software



SWISS GERMAN UNIVERSITY

DEDICATION

I dedicate this works for my father, my mother, my big and younger brother, friends,
and people from KT-IT Solutions GmbH



ACKNOWLEDGEMENTS

First of all, I would like to thank God for His countless blessing throughout my Thesis Life in Germany, which is unbelievable up to now, to be a good person with lots of patience during my time in Germany, and for giving me His guidance during the course of this 8th semester.

Secondly, my parents who have supported me during my time working on my thesis. Their everlasting love and motivation has always been on my side and has never let me down, for that I give my warmest thanks to them. I would also like to thank my older and younger brother, who always be there for me to reply my chat.

I would like to especially thank my thesis advisor, Maulahikmah Galinium for his constant reminder whenever I feel confused about the thesis and for his kindness to always willing to spare his time to guide, help and teach me over the course of thesis work. I would like also to thank my thesis co-advisor, Tom Oswald, for his kindness to provide me a place to do my Bachelor Thesis, and for his guidance and help during the time of this thesis work in his company.

I would also like to thank my whole IT 2013 friends for standing by my side whenever time is against me, especially my whole team, Kevin Hobert, Jason Yapri, and Rinkel Hananto, who always made a great team in every project during my university life. Also for my Food Technology friends, Fellicia Kristianti and Florence Ignatia, who willingly spare their night time to listen to my anxiety, inconvenience during my first month living here by myself.

TABLE OF CONTENTS

	Page
DEDICATION	5
CHAPTER 1 - INTRODUCTION	13
1.1 Research Background	13
1.2 Research Problems	13
1.3 Research Objectives	13
1.4 Significance of Study	14
1.5 Research Scope	14
1.6 Research Limitation	14
1.7 Research Questions	14
1.8 Hypothesis.....	15
CHAPTER 2 - LITERATURE REVIEW	16
2.1 KT-IT Solution GmbH	16
2.2 SharePoint	16
2.3 User Experience	19
2.4 Related Works	20
2.4.1 Optimizing User Interaction for Web-based Mobile Tasks	21
2.4.2 UIXSim A User Interface Experience Analysis Framework	21
2.4.3 User Experience Optimization for Personal Services	22
2.4.4 Proposed Use of SharePoint to Improve New Employee In-Processing...	22
2.5 User Experience Questionnaire.....	23
CHAPTER 3 – RESEARCH METHODOLOGY	25
3.1 Research Methodology	25
3.2 Research Framework	26
3.3 Questionnaire	27
3.3.1 Questionnaire Design	27
3.3.2 Questionnaire Sample Size.....	41
3.4 Pilot Study.....	42
3.4.1 Pilot Study Sample Size	42
3.4.2 Pilot Study Questionnaire	42
3.4.2.1 Validity Testing	42
3.4.2.2 Validity Testing General Question Result	43
3.4.2.3 Reliability Testing	45
3.4.2.4 Reliability Testing General Question Result.....	46

3.4.2.5 Validity Testing Team Site Collaboration Result.....	47
3.4.2.6 Reliability Testing Team Site Collaboration Result	48
3.4.2.7 Validity Testing Project Management Result	49
3.4.2.8 Reliability Testing Project Management Result	50
3.5 Pilot Study Data Gathering, Extraction, Analysis.....	51
3.5.1 Pilot Study Data Gathering.....	51
3.5.2 Pilot Study Data Extraction	51
3.5.3 Pilot Study Data Analysis	51
3.6 Actual Study.....	51
3.7 Actual Study Data Gathering, Extraction, Analysis.....	51
3.7.1 Actual Study Data Gathering.....	51
3.7.2 Actual Study Data Extraction	52
3.7.3 Actual Study Data Analysis	52
3.8 Discussion.....	52
3.9 Improvement based on Discussion	53
3.10 Expert Assessment	53
3.11 Study Conclusion	53
CHAPTER 4 – RESULTS AND DISCUSSIONS	54
4.1 Questionnaire for Actual Study.....	54
4.2 Validity and Reliability Testing.....	54
4.2.1 Validity Testing General Question.....	54
4.2.2 Reliability Testing General Question.....	56
4.2.3 Validity Testing Team Site Collaboration.....	58
4.2.4 Reliability Testing Team Site Collaboration.....	59
4.2.5 Validity Testing Project Management.....	60
4.2.6 Reliability Testing Project Management	62
4.3 Data Analysis	62
4.3.1 Demographic profile of the respondents	62
4.3.1.1 Working Experience.....	63
4.3.1.2 Working Department.....	63
4.3.1.3 Team Collaboration Software Experience	64
4.3.2 Result Part 2	64
4.3.2.1 Result per Item.....	64
4.3.2.2 UEQ Scales	67
4.3.2.3 UEQ Scale Analysis.....	68
4.3.2.4 Data Benchmarking	72
4.4 Discussion.....	77
4.4.1 Project Management.....	78
4.4.2 Team Site Collaboration	80
4.4.3 Intranet.....	80
4.5 Experts Assessment.....	80
CHAPTER 5 – CONCLUSIONS AND RECCOMENDATIONS.....	82
5.1 Conclusions.....	82

5.2 Future Works	83
GLOSSARY	84
REFERENCES	86
APPENDIXES	88

