

An Analysis of The Ease of Use of Non-Chat Whatsapp Applications Among The Elderly Using The System Usability Scale (SUS) Method

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ABSTRACT

The increasing use of digital communication technology has created challenges for elderly users, particularly in accessing and operating non-chat WhatsApp applications that provide various digital services beyond conventional messaging functions. Limited digital literacy, unfamiliar interface designs, and age-related barriers may affect the usability and acceptance of these applications among older adults. This study aims to analyze the ease of use of non-chat WhatsApp applications among elderly users using the System Usability Scale (SUS) method. This research employed a quantitative approach by collecting usability evaluation data from elderly respondents who had experience using non-chat WhatsApp applications. Data were obtained through SUS questionnaires consisting of ten standardized usability statements measured using a Likert scale. The collected data were analyzed to determine the overall usability score and identify the level of user acceptance based on SUS interpretation criteria. The results showed that the usability evaluation provided an overview of elderly users' perceptions regarding application efficiency, learnability, and interaction convenience. The SUS score indicated the level of usability acceptance of non-chat WhatsApp applications, demonstrating the extent to which the interface design supports elderly users in completing digital service interactions. This study concludes that usability evaluation using the SUS method can provide an effective approach for identifying accessibility issues and improving the design of digital communication applications for elderly users. Future improvements should focus on simplified interfaces, clearer navigation structures, and user-centered design approaches to enhance digital inclusion among older adults.

INTRODUCTION

The development of information technology in recent years has significantly influenced communication methods, including among elderly users. One of the most widely used communication applications is WhatsApp, as it provides accessible features for various user groups (M. Li & Chen, 2021). The use of WhatsApp is not limited to sending text messages (chat) but also includes various non-chat features, such as voice messages, video calls, document sharing, and location sharing. These features have become increasingly

important in supporting daily communication activities (Maarende et al., 2021; Wuriyanti & Febriana, 2022; Jarrar, 2023).

Based on the researcher's initial observations of daily community activities, elderly users still experience difficulties in utilizing several non-chat WhatsApp features. For example, in simple situations within residential communities, elderly individuals often require assistance from others to perform certain activities, such as sharing their location with family members or relatives (Gomez-Hernandez et al., 2023). This condition indicates that although WhatsApp is widely used, not all elderly users are able to independently understand and operate specific features. This phenomenon highlights usability barriers in digital applications among elderly users.

According to the Ministry of Health of the Republic of Indonesia, an individual is categorized as elderly when they are 60 years old or above, in accordance with Minister of Health Regulation Number 67 of 2015. This classification is also reinforced in the Technical Guidelines for the Elderly Health Book. At this stage of life, usability analysis becomes important because aging is often associated with declines in physical abilities, cognitive function, and sensory capabilities, which may affect an individual's ability to use and adapt to digital technology (Ritonga et al., 2022; Vines et al., 2015; Peek et al., 2014).

Although WhatsApp is widely recognized for its simple interface, several studies have shown that elderly users still encounter difficulties when accessing certain non-chat features, such as voice messages, video calls, document sharing, and location sharing. These difficulties are generally caused by small icon sizes, unclear menu structures, and interaction flows that require multiple steps. Furthermore, reduced visual ability, slower motor responses, and decreased information-processing capacity may further increase challenges in understanding and interacting with digital applications. These limitations can reduce users' comfort and confidence, potentially affecting their ability to maintain effective digital communication (Maarende et al., 2021; Ritonga et al., 2022).

If these barriers remain unresolved, elderly users may become increasingly excluded from digital technology adoption, which could widen the digital divide and reduce the quality of their social interactions. Previous studies have primarily focused on the usability of health service applications, transportation applications, and other digital platforms, while research specifically examining the usability of non-chat WhatsApp features among elderly users remains limited. This condition indicates a research gap that needs to be addressed to better understand the digital interaction experiences of elderly users (Kim & Park, 2022).

To evaluate the ease of use of WhatsApp among elderly users, an assessment method is required to provide a measurable understanding of their user experience (Leung et al., 2015). The System Usability Scale (SUS) is commonly used because it is a practical and reliable usability evaluation instrument that provides a standardized usability score based on user perceptions. Therefore, this research examines the usability of non-chat WhatsApp features among elderly users using the System Usability Scale (SUS) method to evaluate the level of ease, effectiveness, and comfort experienced by this age group (Al Rosyid et al., 2022).

METHOD

This research method was designed to describe the approaches, processes, and techniques applied in the study. All stages were structured systematically to analyze the usability level of non-chat WhatsApp features among elderly users using the System Usability Scale (SUS) method (Sarbani et al., 2024; C. Li, 2021).

Population and Sample

Population and sample are the parts that describe the source of the research data. A population is an entire object or subject that has certain characteristics according to the purpose of the research, while a sample is a part of the population that is chosen to represent those characteristics. In this study, the sample was determined using the purposive sampling technique, while the number of samples was calculated using the Slovin formula.

Populasi

Population is a whole object or subject that has certain characteristics and is the target of a research. The population is used as a source of data to be researched so that the results of the research can describe the condition of the research object in general.

The population in this study is all elderly people who are 60 years old or older and live in Padasuka Village, Cimahi City. Based on data obtained from Padasuka Village, the number of elderly people is 3,201 people. The population was chosen because it was in accordance with the purpose of the study, which was to analyze the level of ease of use of *the non-chat feature* on the WhatsApp application based on the experience of elderly users.

Sample

A sample is a part of the population that is selected to represent the characteristics of the population in a study. The use of samples aims to make the data collection process more effective and efficient without reducing the representation of the population being studied.

The number of samples was determined using the Slovin formula to obtain the number of respondents from the research population with *a certain* margin of error.

The Slovin formula used is as follows:

$$n = \frac{N}{1 + N(e)^2}$$

Description :

n = Number of Samples

N = Total Population

e = Error Rate

In this study, an error rate of 10% was used because this study is a survey research with a large population and limited time and resources in data collection. *A margin of* error of 10% can still provide an adequate level of representation of the population and is commonly used in social research at the undergraduate level.

Based on the number of elderly population in Padasuka Village as many as 3201 people, the calculation of the number of samples is as follows:

$$n = \frac{3201}{1 + 3201(0,1)^2}$$
$$n = \frac{3201}{1 + 3201(0,01)}$$

$$n = \frac{3201}{1 + 32,01}$$

$$n = \frac{3201}{33,01}$$

$$n = 96,96$$

Based on the results of the calculation, the minimum number of samples required is 97 respondents. However, to increase the reliability of the data and anticipate the possibility of incomplete or invalid data, the number of samples in this study was rounded to 100 respondents.

RESULTS AND DISCUSSION

This chapter presents the results of processing System Usability Scale (SUS) questionnaire data that has been obtained from 100 elderly respondents in Padasuka Village, Cimahi City. Data processing is carried out based on the System Usability Scale (SUS) calculation rules to determine the level of ease of use of non-chat features on the WhatsApp application. The results of data processing are then interpreted using Acceptability Range, Grade Scale, and Adjective Rating so that the level of usability of the application can be determined based on user perception.

System Usability Scale (SUS) Results Analysis

After the characteristics of the respondents are known, the next stage is to analyze the questionnaire results data using the System Usability Scale (SUS) method. An analysis was carried out on respondents' answers to ten statements related to the level of ease of use of non-chat features on the WhatsApp application.

The questionnaire results were first recapitulated using Microsoft Excel, then calculated based on the System Usability Scale (SUS) calculation rules. The results of the calculation were used to obtain the usability score of each respondent and the average value of the WhatsApp application usability based on the perception of elderly users.

Analysis of SUS Questionnaire Answer Results

The analysis of the results of the System Usability Scale (SUS) was carried out based on the answers of 100 respondents to ten statements related to the ease of use of the non-chat feature on the WhatsApp application. Each statement uses a Likert scale with a value range of 1 to 5, namely Strongly Disagree (STS), Disagree (TS), Neutral (N), Agree (S), and Strongly Agree (SS). The results of the respondents' answers were then recapitulated as the basis for calculating the System Usability Scale (SUS) score.

Table 1. Recap of Respondents' Answers

Item	STS	TS	N	S	SS
Q1	0	2	11	64	23
Q2	0	53	18	25	4
Q3	2	13	22	61	2
Q4	0	1	32	52	15
Q5	0	4	5	40	51
Q6	10	64	17	9	0
Q7	0	8	15	68	9
Q8	1	50	19	22	8
Q9	1	20	18	30	31

Q10	0	0	12	69	19
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Based on Table 1, it can be seen that most respondents gave Agree and Strongly Agree answers to several positive statements, such as Q1, Q5, Q7, and Q9. These results show that most respondents consider the *non-chat* feature on the WhatsApp application to be quite helpful in daily communication activities and still have the desire to continue using the feature.

In Q5, 51 respondents (51%) said they strongly agreed that WhatsApp's *non-chat* feature was running properly, while 40 respondents (40%) said they agreed. These results show that most respondents rated the features to work well when used.

On the other hand, on negative statements such as Q4 and Q10, the majority of respondents gave the answer Yes. A total of 52 respondents (52%) said they agreed that they need the help of others when using WhatsApp's *non-chat* feature, while 69 respondents (69%) stated that they need to familiarize themselves first before using the feature. These results show that although WhatsApp is quite well known by the elderly, the use of *non-chat features* still requires an adaptation and mentoring process.

In addition, in Q2, 53 respondents (53%) stated that they did not agree that WhatsApp's *non-chat* feature is complicated to use, and in Q6, 64 respondents (64%) stated that there are many inconsistencies in WhatsApp's *non-chat* feature. These results indicate that respondents generally consider WhatsApp's interface to be quite consistent and not too complicated.

Overall, respondents' answers show that the *non-chat* feature on the WhatsApp application has been able to be used by most of the elderly. However, there are still several obstacles, especially related to the need for help from others and the need for a habituation process in using these features. Therefore, further analysis using the *System Usability Scale* (SUS) method is needed to determine the level of usability quantitatively.

Analysis of SUS Questionnaire Answer Results

The research data was obtained through the distribution of the *System Usability Scale* (SUS) questionnaire to 100 elderly respondents who had met the research criteria. The questionnaire consists of ten statements on a *Likert* scale of 1 to 5. The respondents' answers were then processed using the *System Usability Scale* (SUS) calculation rules so that a usability score was obtained for each respondent. The results of the recapitulation of respondents' answers can be seen in Table 2.

Table 2. Recap of Respon

No.	They respond	Original Score									
		Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
1	R1	4	4	5	5	4	2	4	2	3	5
2	R2	5	4	3	4	4	2	3	2	4	5
3	R3	5	5	4	5	3	1	2	2	5	5
4	R4	5	4	3	4	4	3	3	2	5	4
5	R5	5	5	1	5	3	3	2	1	4	5
6	R6	3	5	2	5	5	3	5	3	5	5
7	R7	4	4	2	5	4	2	4	2	4	4
8	R8	5	2	3	4	4	2	4	2	4	4
9	R9	4	3	3	4	4	2	4	4	3	4
10	R10	5	4	1	5	4	4	4	2	5	5
11	R11	4	2	4	4	5	4	2	3	4	5
12	R12	5	3	4	4	4	2	5	2	4	4
13	R13	5	4	5	4	4	2	3	4	2	4
14	R14	4	3	4	4	5	2	4	5	3	4
15	R15	4	2	4	4	5	2	3	4	2	4
16	R16	4	3	4	3	5	2	3	4	3	4
17	R17	5	3	4	3	5	2	4	4	3	4
18	R18	5	2	4	3	5	2	4	4	3	4
19	R19	2	4	2	4	5	2	4	5	1	4
20	R20	4	2	4	4	5	2	4	5	2	4
21	R21	4	2	3	4	5	2	4	4	2	4
22	R22	5	3	4	3	4	3	4	4	4	4
23	R23	4	2	3	2	5	2	4	5	2	4
24	R24	5	4	4	5	4	2	3	3	4	5
25	R25	4	2	4	3	5	2	4	5	2	4
26	R26	5	4	3	4	5	3	3	5	3	5
27	R27	4	4	4	3	4	2	5	3	4	4
28	R28	4	4	2	4	5	2	2	4	5	5
29	R29	4	4	3	4	4	4	2	2	5	5
30	R30	3	4	2	5	4	3	2	4	5	5
31	R31	3	3	3	4	3	4	2	2	4	4
32	R32	3	4	2	5	3	4	2	2	4	4
33	R33	4	2	2	4	5	2	4	4	2	4
34	R34	4	3	3	3	4	3	3	2	3	4
35	R35	4	3	3	3	4	3	3	3	4	3
36	R36	4	3	3	4	4	4	4	3	4	5
37	R37	4	3	2	4	4	3	3	2	3	4
38	R38	4	2	4	4	5	2	4	4	2	4
39	R39	3	4	2	5	2	4	4	2	5	5

40	R40	4	4	2	5	4	2	5	2	4	5
41	R41	4	2	4	4	5	2	4	3	4	4
42	R42	4	2	4	4	5	2	4	5	2	4
43	R43	5	4	3	4	5	2	4	5	2	3
44	R44	4	2	3	4	5	1	4	4	2	4
45	R45	4	2	4	3	5	1	4	5	2	4
46	R46	4	2	4	3	5	1	4	5	2	4
47	R47	4	2	4	3	5	2	4	5	2	4
48	R48	4	2	4	4	5	1	4	5	2	4
49	R49	4	2	4	3	5	1	4	5	2	4
50	R50	4	2	4	3	5	1	4	5	2	4
51	R51	4	2	4	4	5	2	4	5	2	4
52	R52	4	2	4	4	5	2	4	4	2	3
53	R53	4	2	4	3	4	1	4	5	2	4
54	R54	4	2	4	3	5	2	4	5	2	4
55	R55	4	2	4	4	5	2	4	4	2	3
56	R56	4	2	4	3	5	2	4	5	2	4
57	R57	4	2	4	3	5	2	4	4	2	4
58	R58	4	2	4	3	5	2	4	5	2	3
59	R59	4	2	4	3	5	2	4	4	2	4
60	R60	4	2	4	4	5	2	4	5	2	3
61	R61	4	2	4	3	5	2	4	4	2	4
62	R62	4	4	3	4	4	3	4	3	4	4
63	R63	4	5	2	5	5	2	5	3	4	5
64	R64	4	2	3	5	4	3	3	3	3	4
65	R65	5	4	2	5	4	2	5	2	4	5
66	R66	5	2	4	4	4	2	4	4	3	4
67	R67	4	4	2	4	4	2	4	2	4	4
68	R68	5	2	4	3	4	3	4	3	3	4
69	R69	5	3	4	4	4	3	5	3	3	4
70	R70	4	3	4	4	4	3	4	3	4	4
71	R71	4	2	4	4	5	2	4	5	2	4
72	R72	4	2	4	4	5	2	4	5	2	4
73	R73	4	2	4	4	5	2	4	5	2	4
74	R74	4	2	4	3	5	2	4	5	2	4
75	R75	3	2	4	4	5	1	4	5	2	4
76	R76	4	2	4	4	5	2	4	4	2	4
77	R77	4	2	4	4	5	2	4	5	2	3
78	R78	3	2	4	4	5	2	4	5	2	3
79	R79	4	2	4	4	5	1	4	5	2	3
80	R80	3	2	4	4	5	2	4	5	2	4
81	R81	4	2	4	4	5	2	4	5	2	4

82	R82	4	2	4	3	5	2	4	5	2	4
83	R83	4	2	4	3	5	2	4	4	2	4
84	R84	4	2	4	4	4	2	4	4	2	4
85	R85	4	2	4	3	4	2	4	4	2	4
86	R86	4	2	4	3	5	2	4	4	2	3
87	R87	4	2	4	4	2	2	4	4	2	5
88	R88	3	4	3	4	2	4	3	2	3	4
89	R89	4	3	4	3	4	3	4	4	4	5
90	R90	2	4	3	4	2	3	4	4	4	4
91	R91	3	4	3	3	4	2	3	2	3	4
92	R92	4	3	3	3	4	2	4	3	3	4
93	R93	4	2	4	3	4	3	3	3	3	4
94	R94	4	2	4	3	4	2	4	3	2	3
95	R95	3	3	3	4	3	4	3	2	3	3
96	R96	5	3	4	4	4	2	4	3	3	4
97	R97	5	4	4	4	4	2	4	4	2	4
98	R98	5	4	3	5	4	2	5	3	2	4
99	R99	5	3	4	3	4	2	5	4	2	4
100	R100	5	2	4	4	4	2	4	4	2	4

Source: Data Primer (2026)

Based on Table 2, it can be seen that the respondents' answers to each statement item have different variations. This shows that the perception of the elderly towards the ease of using *the non-chat* feature on the WhatsApp application is not completely the same. Some respondents gave a high rating on the ease of use of the feature, while others still gave a lower rating. The difference in answers reflects the variation in respondents' experience, ability, and level of understanding in using *the non-chat feature* on the WhatsApp application.

The respondents' answers in Table 3 were then calculated using *the System Usability Scale* (SUS) method. The calculation was carried out by subtracting the answer value on odd-numbered statements (Q1, Q3, Q5, Q7, and Q9) by the number 1, while on even numbered statements (Q2, Q4, Q6, Q8, and Q10) it was done by subtracting the number 5 from the respondents' answer value. All scores are then added up and multiplied by 2.5 so that each respondent's SUS score is obtained. The results of these calculations are shown in Table 3.

Table 3. SUS Score Calculation Results

They respond	SUS Calculation Result Score										Quantity	Value
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10		(Total x 2.5)
R1	3	1	4	0	3	3	3	3	2	0	22	55
R2	4	1	2	1	3	3	2	3	3	0	22	55
R3	4	0	3	0	2	4	1	3	4	0	21	52,5
R4	4	1	2	1	3	2	2	3	4	1	23	57,5
R5	4	0	0	0	2	2	1	4	3	0	16	40
R6	2	0	1	0	4	2	4	2	4	0	19	47,5
R7	3	1	1	0	3	3	3	3	3	1	21	52,5
R8	4	3	2	1	3	3	3	3	3	1	26	65
R9	3	2	2	1	3	3	3	1	2	1	21	52,5
R10	4	1	0	0	3	1	3	3	4	0	19	47,5
R11	3	3	3	1	4	1	1	2	3	0	21	52,5
R12	4	2	3	1	3	3	4	3	3	1	27	67,5
R13	4	1	4	1	3	3	2	1	1	1	21	52,5
R14	3	2	3	1	4	3	3	0	2	1	22	55
R15	3	3	3	1	4	3	2	1	1	1	22	55
R16	3	2	3	2	4	3	2	1	2	1	23	57,5
R17	4	2	3	2	4	3	3	1	2	1	25	62,5
R18	4	3	3	2	4	3	3	1	2	1	26	65
R19	1	1	1	1	4	3	3	0	0	1	15	37,5
R20	3	3	3	1	4	3	3	0	1	1	22	55
R21	3	3	2	1	4	3	3	1	1	1	22	55
R22	4	2	3	2	3	2	3	1	3	1	24	60
R23	3	3	2	3	4	3	3	0	1	1	23	57,5
R24	4	1	3	0	3	3	2	2	3	0	21	52,5
R25	3	3	3	2	4	3	3	0	1	1	23	57,5
R26	4	1	2	1	4	2	2	0	2	0	18	45
R27	3	1	3	2	3	3	4	2	3	1	25	62,5
R28	3	1	1	1	4	3	1	1	4	0	19	47,5
R29	3	1	2	1	3	1	1	3	4	0	19	47,5
R30	2	1	1	0	3	2	1	1	4	0	15	37,5
R31	2	2	2	1	2	1	1	3	3	1	18	45
R32	2	1	1	0	2	1	1	3	3	1	15	37,5
R33	3	3	1	1	4	3	3	1	1	1	21	52,5
R34	3	2	2	2	3	2	2	3	2	1	22	55
R35	3	2	2	2	3	2	2	2	3	2	23	57,5
R36	3	2	2	1	3	1	3	2	3	0	20	50
R37	3	2	1	1	3	2	2	3	2	1	20	50

R38	3	3	3	1	4	3	3	1	1	1	23	57,5
R39	2	1	1	0	1	1	3	3	4	0	16	40
R40	3	1	1	0	3	3	4	3	3	0	21	52,5
R41	3	3	3	1	4	3	3	2	3	1	26	65
R42	3	3	3	1	4	3	3	0	1	1	22	55
R43	4	1	2	1	4	3	3	0	1	2	21	52,5
R44	3	3	2	1	4	4	3	1	1	1	23	57,5
R45	3	3	3	2	4	4	3	0	1	1	24	60
R46	3	3	3	2	4	4	3	0	1	1	24	60
R47	3	3	3	2	4	3	3	0	1	1	23	57,5
R48	3	3	3	1	4	4	3	0	1	1	23	57,5
R49	3	3	3	2	4	4	3	0	1	1	24	60
R50	3	3	3	2	4	4	3	0	1	1	24	60
R51	3	3	3	1	4	3	3	0	1	1	22	55
R52	3	3	3	1	4	3	3	1	1	2	24	60
R53	3	3	3	2	3	4	3	0	1	1	23	57,5
R54	3	3	3	2	4	3	3	0	1	1	23	57,5
R55	3	3	3	1	4	3	3	1	1	2	24	60
R56	3	3	3	2	4	3	3	0	1	1	23	57,5
R57	3	3	3	2	4	3	3	1	1	1	24	60
R58	3	3	3	2	4	3	3	0	1	2	24	60
R59	3	3	3	2	4	3	3	1	1	1	24	60
R60	3	3	3	1	4	3	3	0	1	2	23	57,5
R61	3	3	3	2	4	3	3	1	1	1	24	60
R62	3	1	2	1	3	2	3	2	3	1	21	52,5
R63	3	0	1	0	4	3	4	2	3	0	20	50
R64	3	3	2	0	3	2	2	2	2	1	20	50
R65	4	1	1	0	3	3	4	3	3	0	22	55
R66	4	3	3	1	3	3	3	1	2	1	24	60
R67	3	1	1	1	3	3	3	3	3	1	22	55
R68	4	3	3	2	3	2	3	2	2	1	25	62,5
R69	4	2	3	1	3	2	4	2	2	1	24	60
R70	3	2	3	1	3	2	3	2	3	1	23	57,5
R71	3	3	3	1	4	3	3	0	1	1	22	55
R72	3	3	3	1	4	3	3	0	1	1	22	55
R73	3	3	3	1	4	3	3	0	1	1	22	55
R74	3	3	3	2	4	3	3	0	1	1	23	57,5
R75	2	3	3	1	4	4	3	0	1	1	22	55
R76	3	3	3	1	4	3	3	1	1	1	23	57,5
R77	3	3	3	1	4	3	3	0	1	2	23	57,5
R78	2	3	3	1	4	3	3	0	1	2	22	55
R79	3	3	3	1	4	4	3	0	1	2	24	60

R80	2	3	3	1	4	3	3	0	1	1	21	52,5
R81	3	3	3	1	4	3	3	0	1	1	22	55
R82	3	3	3	2	4	3	3	0	1	1	23	57,5
R83	3	3	3	2	4	3	3	1	1	1	24	60
R84	3	3	3	1	3	3	3	1	1	1	22	55
R85	3	3	3	2	3	3	3	1	1	1	23	57,5
R86	3	3	3	2	4	3	3	1	1	2	25	62,5
R87	3	3	3	1	1	3	3	1	1	0	19	47,5
R88	2	1	2	1	1	1	2	3	2	1	16	40
R89	3	2	3	2	3	2	3	1	3	0	22	55
R90	1	1	2	1	1	2	3	1	3	1	16	40
R91	2	1	2	2	3	3	2	3	2	1	21	52,5
R92	3	2	2	2	3	3	3	2	2	1	23	57,5
R93	3	3	3	2	3	2	2	2	2	1	23	57,5
R94	3	3	3	2	3	3	3	2	1	2	25	62,5
R95	2	2	2	1	2	1	2	3	2	2	19	47,5
R96	4	2	3	1	3	3	3	2	2	1	24	60
R97	4	1	3	1	3	3	3	1	1	1	21	52,5
R98	4	1	2	0	3	3	4	2	1	1	21	52,5
R99	4	2	3	2	3	3	4	1	1	1	24	60
R100	4	3	3	1	3	3	3	1	1	1	23	57,5
Total SUS scores											5487,5	
Rat rat SUS											54,875	

Based on Table 3, a System Usability Scale (SUS) score was obtained for each respondent with a range of varying values. The variation in scores shows that each respondent has a different level of perception of the ease of use of the non-chat feature on the WhatsApp application. Respondents who scored higher were more likely to rate non-chat features as easy to learn, easy to use, and can help with daily communication activities. On the other hand, respondents with lower scores indicated that they still had difficulty using some non-chat features and needed time to adapt or help from others.

Based on the results of the calculation in Table 4.6, a total SUS score of 5,487.5 was obtained with an average score of 54,875. The average value shows the level of ease of use of WhatsApp's non-chat feature based on the perception of elderly respondents and is then used as the basis for interpreting the results of the System Usability Scale (SUS).

Based on Table 4.6, a *System Usability Scale* (SUS) score was obtained for each respondent with a range of varying values. The variation in scores shows that each respondent has a different level of perception of the ease of use of *the non-chat* feature on the WhatsApp application. Respondents who scored higher were more likely to rate *non-chat* features as easy to learn, easy to use, and can help with daily communication activities. On the other hand, respondents with lower scores indicated that they still had difficulty using some *non-chat* features and needed time to adapt or help from others.

Based on the results of the calculation in Table 4.6, a total SUS score of 5,487.5 was obtained with an average score of 54,875. The average value shows the level of ease of use of WhatsApp's non-chat feature based on the perception of elderly respondents and is then used as the basis for interpreting *the results of the System Usability Scale (SUS)*.

System Usability Scale (SUS) Score Analysis

After calculating all respondents' answers, an average System Usability Scale (SUS) score of 54.875 was obtained. These values are then analyzed using three interpretation methods that are commonly used in *the System Usability Scale (SUS)* method, namely *Acceptability Range*, *Grade Scale*, and *Adjective Rating*. The three interpretation methods were used to determine the level of acceptance, usability quality, and subjective assessment of the ease of use of *the non-chat feature* in the WhatsApp application based on the perception of elderly users.

Acceptability Range

Acceptability Range interpretation is used to determine the acceptability level of a system based on *the System Usability Scale (SUS)* score obtained. This category is divided into three levels, namely *Acceptable*, *Marginal*, and *Not Acceptable*.

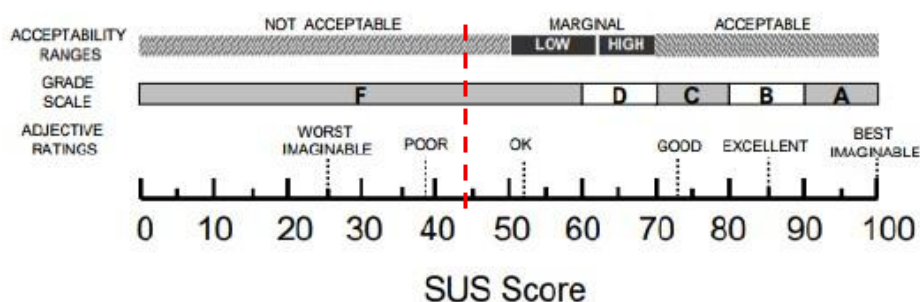


Figure 1. SUS Interpretation Acceptability Range

Based on the calculation results, the average value of *the System Usability Scale (SUS)* was obtained of 54.875. Referring to Table 3.4, the score is in the *Marginal category* because it is in the score range of 50–70.

These results show that the level of ease of use of *the non-chat feature* on the WhatsApp application according to the perception of the elderly is at a sufficient level, but it does not fully meet the *Acceptable category*. This means that *the non-chat feature* can still be used by respondents, but there are still several obstacles that cause users to not feel the optimal ease of use.

Grade Scale

The *Grade Scale interpretation* is used to group the results of *the System Usability Scale (SUS)* into category of letter values ranging from A to F. The higher *the grade* obtained, the better the usability level of a system.

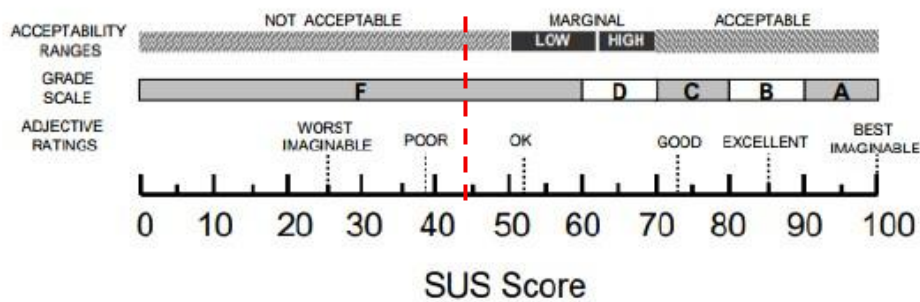


Figure 2. SUS Interpretation Grade Scale

Based on the calculation results, the average value of the *System Usability Scale* (SUS) was obtained of **54.875**. Based on Table 3.3, the value is included in *Grade F* because it is in the range of **0 - 60**.

These results show that the usability level of non-chat features on the WhatsApp application is still under the category that is considered good. A *Grade F* value indicates that while the app can still be used by respondents, the perceived user experience is not optimal. Therefore, improvements are needed in the aspect of ease of use, especially in helping the elderly understand and operate non-chat features more easily.

Adjective Rating

Adjective Rating *interpretation* is used to provide a descriptive assessment of the *level of usability* based on the *System Usability Scale* (SUS) score obtained. This interpretation provides an overview of user perception of the quality of use of a system in the form of descriptive categories.

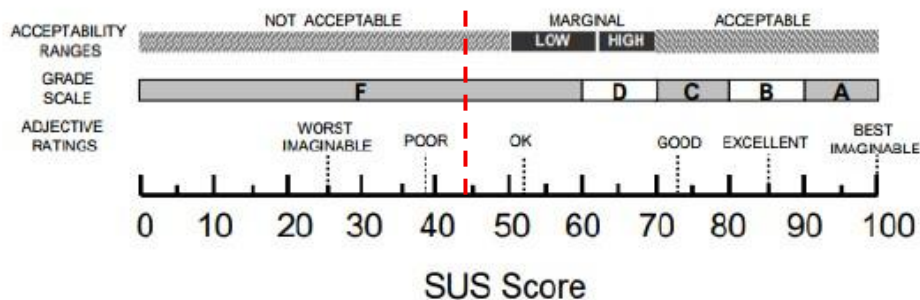


Figure 3. SUS Interpretation Adjective Rating

Based on the results of the study, the average value of the *System Usability Scale* (SUS) of 54.875 is in the OK category. This shows that respondents consider that the non-chat feature on the WhatsApp application can still be used quite well in daily communication activities.

Nonetheless, the OK category has not shown a high level of usability. This value indicates that there are still several aspects that need to be improved so that the use of non-chat features becomes easier for the elderly to understand, learn, and use. With improvements in this aspect, it is hoped that the usability level of the application can increase to reach a better category.

Based on the results of the study, the average value of the *System Usability Scale* (SUS) was obtained of 54.88. This value is below the average score of the SUS standard, which is 68, so it shows that the level of ease of use of the *non-chat* feature on the WhatsApp

application according to the perception of elderly users is still not optimal. While non-chat features such as voicemail, video calling, document sharing, and location sharing are available and can be used, there are still some constraints that affect the user experience of operating these features.

These results show that some respondents still have difficulty understanding the functions of each feature, learning how to use it, and operating *non-chat* features independently. This condition is influenced by the characteristics of respondents who are elderly, where physical ability, memory, and digital literacy tend to decrease. As a result, some respondents still need time to adapt and even need the help of others when using *the non-chat feature* on the WhatsApp application.

The findings of this study are in line with the concept of *usability* which states that a system is said to have a good *level of usability* if it can be used effectively, efficiently, and provides satisfaction to users. A SUS value of 54.88 shows that the ease of use of WhatsApp's *non-chat feature* still has not reached the expected usability level, so improvements are still needed in terms of ease of use, interface clarity, and ease of learning the available features (Wildenbos et al., 2018).

The results of this study are also supported by the research of Via Alfilaenia (2024) which evaluates the usability of Tiket.com application using *the System Usability Scale* (SUS) method. The study obtained a SUS score of 55.55, which is below the standard score of 68. The researcher explained that the score was influenced by various problems in the application, such as the slow e-ticket issuance process, *a long* rescheduling process, *frequent bugs*, the unavailability of the cancellation feature, and the system's lack of responsiveness to user needs. This condition causes users to not get an optimal user experience and still needs improvements to the functionality of the features and responsiveness of the application.(Alfilaeni et al., 2024)

The findings have similarities with this study. Although the research objects are different, both show that a SUS score below 68 indicates that there are still usability aspects that need to be improved. In this study, the cause of low scores is not due to bugs or system failures, but rather is influenced by the characteristics of elderly users who still have difficulty understanding and using *the non-chat feature* on the WhatsApp application.

The results of this study are also in line with Kevin Vera Pedjaga's (2021) research regarding the evaluation of the *usability* of the SISKEUDES application which obtained a SUS score of 57. The study explained that the low *usability* value is caused by several features that are difficult to understand, the system interface is not easy to learn, and technical assistance is still needed when using the system. Therefore, the researcher recommends the development of a system to better suit the needs of users.(Pedjaga et al., 2021)

In addition, research on the GoPay application also shows similar results. The study obtained a SUS score of 26, which is well below the standard score of 68. The low score indicates that the application still has many aspects that need improvement, especially regarding ease of use, efficiency, and user satisfaction. The researchers recommend simplifying the interface, improving design consistency, and evaluating *usability* on a regular basis to improve the user experience.(Sa'adah et al., 2024)

Another study on the Bandar Kidul Kediri Village service website also obtained a SUS score of 50.3, which is below the standard of 68 and includes the categories of *Not*

Acceptable, *Grade F*, and *Poor*. The study explained that the low *usability* score was influenced by the limitation of service information, the unavailability of interactive features, and less intuitive navigation so that users had difficulty accessing the service.(Ferri Harmawan & Harini, 2026)

Based on some of these previous studies, it can be concluded that a SUS value below 68 generally indicates that there are still obstacles that affect the ease of use of a system. These obstacles can come from the design of the interface, system functions, navigation, or user characteristics. In this study, the most influential factor was the characteristics of elderly users, especially the limitations of digital literacy and the ability to understand and operate *non-chat* features on the WhatsApp application. Therefore, increasing *usability* can not only be done through improving the application interface, but also through education and assistance in the use of technology to the elderly so that they are more confident and independent in utilizing WhatsApp's *non-chat* features.

CONCLUSION

Based on the results of the study analyzing the usability of non-chat features in the WhatsApp application using the System Usability Scale (SUS) method among 100 elderly respondents in Padasuka Village, Cimahi City, the average SUS score obtained was 54.88. Based on the interpretation results, this score was categorized as Marginal in the Acceptability Range, Grade F on the Grade Scale, and OK in the Adjective Rating category according to the interpretation framework used in this study. These results indicate that the non-chat features of the WhatsApp application were usable by elderly users; however, the overall usability level remained suboptimal because the score was below the SUS benchmark value of 68. This condition indicates that several respondents still experienced difficulties in understanding and operating non-chat features, such as voice messages, video calls, document sharing, and location sharing. Therefore, improvements are required to enhance usability through interface simplification and digital literacy support for elderly users, enabling them to use non-chat WhatsApp features more easily, effectively, and independently (Holzinger et al., 2007; Mitzner et al., 2010).

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