

## Usability Evaluation of a Waris Information and Calculation Website Using the System Usability Scale

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### Abstract

Limited public understanding of Islamic inheritance (WARIS) principles remains a significant challenge, as many Muslims continue to distribute inheritance equally among heirs without considering the provisions prescribed by Islamic Sharia. This lack of knowledge may lead to inheritance practices that are inconsistent with Islamic legal principles and potentially result in disputes among family members. To address this issue, a web-based WARIS Information and Calculation Website was developed to provide comprehensive educational resources on Islamic inheritance law and to assist users in calculating inheritance distribution accurately according to Sharia regulations. This study aimed to evaluate the usability of the website to determine whether it effectively supports users in accessing information and performing inheritance calculations. A descriptive quantitative approach was employed using the System Usability Scale (SUS) as the evaluation instrument. Data were collected from 89 respondents selected using Slovin's formula from the academic community of Universitas Binaniaga Indonesia. After exploring the website and performing its main functions, participants completed the standard 10-item SUS questionnaire. The findings revealed that individual SUS scores ranged from 67.5 to 95.0, with an average score of 83.46. According to the SUS interpretation scale, the website achieved an Excellent usability rating, indicating that it is intuitive, easy to learn, functionally well integrated, and capable of providing a satisfying user experience. These results demonstrate that the WARIS Information and Calculation Website is suitable for public use and has strong potential to support the dissemination of Islamic inheritance knowledge while facilitating accurate inheritance distribution based on Islamic Sharia principles.

**Keywords:** Waris, System Usability Scale (SUS), Website Usability, Islamic Inheritance, User Experience.

## 1 INTRODUCTION

WARIS plays a significant role in Islam because it concerns legal matters in which Islamic law differs fundamentally from conventional civil law. Islamic law is characterized by several distinctive features: it is derived from Islamic teachings, closely associated with Islamic ethics and morality, based on the principles of Sharia and Fiqh, encompasses both acts of worship (*ibadah*) and social transactions (*muamalah*), relies on hierarchical legal sources ranging from the Qur'an to *ijtihad*, and emphasizes the fulfillment of obligations before the assertion of rights [1].

The regulation and management of property in Islam fall within the scope of *muamalah*. Broadly, *muamalah* refers to the rules established by Allah to govern human interactions in worldly affairs [2].

WARIS, also known as *faraid*, constitutes one of the major topics within *muamalah*. In conventional civil law, inheritance law is defined as a set of legal rules governing the transfer of a deceased person's property and the legal consequences of such transfer for the beneficiaries and their relationships with one another as well as with third parties [3]. In contrast, the Compilation of Islamic Law (Kompilasi Hukum Islam/KHI) defines Islamic inheritance law as the legal framework governing ownership rights over the deceased's estate (*tirkah*) [4], the deceased person (*muwarris*) [5], the determination of eligible heirs [4], and the allocation of their respective inheritance shares.

Although Islamic inheritance law plays an important role, many Muslims still have limited understanding of its principles and the proper procedures for distributing inheritance in accordance with Islamic



Sharia. As a result, inheritance is often distributed equally among all heirs without considering the provisions established under Islamic law. Several previous studies have attempted to utilize technology to help communities understand and calculate Islamic inheritance. Hendarto's study [6] transformed the inheritance calculation process into a web-based information system, enabling a previously manual calculation process to be assisted through a computerized system. Meanwhile, Anisa's study [7] developed inheritance calculations in the form of interactive educational media, with a greater emphasis on providing information and improving users' understanding of inheritance concepts. These studies demonstrate the potential of digital technology to assist communities in understanding and addressing issues related to Islamic inheritance. However, a research gap remains in the need for a platform that integrates inheritance information and educational functions with inheritance distribution calculation within a single, user-friendly system. Previous studies have tended to focus separately on system-based calculation or interactive educational aspects, whereas the integration of both functions into a website that provides comprehensive information while also assisting users in simulating inheritance distribution based on Sharia principles has received limited attention, particularly from the perspective of user usability.

Based on this research gap, this study develops a web-based information system that not only functions as an inheritance distribution calculator but also provides information on the concepts, regulations, and processes of Islamic inheritance to support users' understanding. The novelty of this study lies in the integration of inheritance information, educational functions, and inheritance distribution calculations based on Sharia principles within a single user-oriented platform. Through this approach, the system is expected to bridge the gap between users' understanding of inheritance concepts and their practical application in calculating the distribution of inherited assets. The contribution of this study is not limited to producing a technological artifact in the form of a web-based inheritance information and calculation system but also includes an empirical evaluation of the system's usability from the users' perspective. To evaluate its usability, this study employs the System Usability Scale (SUS) method [8], providing a measurable assessment of the extent to which the system can be accepted, understood, and effectively used by its users.

## 2 LITERATURE REVIEW

### 2.1 Waris from the Perspective of Islamic Law

Islamic inheritance law (WARIS) is a branch of *fiqh muamalah* that governs the transfer of ownership

rights over a deceased person's estate to the rightful heirs. According to the Compilation of Islamic Law (*Kompilasi Hukum Islam*—KHI), Islamic inheritance law regulates the deceased (*muwarris*), the estate (*tirkah*), the determination of eligible heirs, the allocation of each heir's prescribed share, and the procedures for distributing the inheritance [9].

Islam introduced significant reforms to the inheritance systems previously practiced in pre-Islamic Arab society as well as those found in Jewish and Roman legal traditions. Prior to Islam, women were generally excluded from inheritance rights. Islamic law established inheritance rights based on kinship, marital relationships, and the principles of Sharia, thereby ensuring a more equitable distribution of wealth in accordance with the provisions of the Qur'an. The Islamic inheritance system is founded upon the principles of *ijbari* (mandatory transfer), bilateral inheritance, individual entitlement, justice, and legally recognized causes of inheritance [3].

### 2.2 Pillars and Requirements of Islamic Inheritance

The implementation of inheritance distribution in Islam is based on three essential pillars [10]:

- 1) The deceased (*muwarris*), namely the person who has passed away and left an estate.
- 2) The estate (*tirkah*), which refers to the net assets remaining after deducting funeral expenses, outstanding debts, and the execution of any valid will.
- 3) The heirs, namely individuals who have a blood or marital relationship with the deceased, are Muslims, and are not legally disqualified from inheriting.

In addition to these pillars, inheritance distribution can only be carried out when the deceased has passed away, the heirs are alive at the time of the deceased's death, and no legal impediments to inheritance exist.

### 2.3 Causes and Impediments to Inheritance

The right to inherit arises from several legally recognized relationships, including blood lineage (*nasab*), marriage, and shared religion. Classical Islamic jurisprudence also recognizes *wala'* (the legal relationship established through the emancipation of a slave) as a cause of inheritance, although this concept is no longer applicable in modern legal practice [11].

Conversely, inheritance rights may be forfeited when legal impediments exist, such as the intentional killing of the deceased by a potential heir, differences in

religion, or other disqualifying conditions stipulated in Islamic law and the Compilation of Islamic Law [9].

## 2.4 Categories of Heirs

Under Islamic inheritance law, heirs are classified into two principal categories: *ashabul furudh* and *ashabah*. *Ashabul furudh* are heirs who receive predetermined shares explicitly prescribed in the Qur'an, including the husband, wife, father, mother, and daughter. In contrast, *ashabah* inherit the remainder of the estate after the prescribed shares have been distributed according to the established order of kinship priority [12].

## 2.5 Inheritance Distribution Calculation

The process of calculating inheritance distribution involves several sequential steps. These include determining the net estate to be distributed, settling the obligations of the deceased—such as debts, funeral expenses, zakat liabilities, and the execution of a valid will—identifying the eligible heirs, classifying them into *ashabul furudh* and *ashabah*, and finally calculating the inheritance share of each heir in accordance with Islamic Sharia principles [13].

## 2.6 Information System

An information system is an integrated set of people, hardware, software, data, and procedures designed to collect, process, store, and distribute information to support organizational operations and decision-making [14]. Beyond technological aspects, modern information systems are viewed as socio-technical systems in which the interaction between users and technology determines the effectiveness and success of the system. Therefore, evaluating usability is essential to ensure that an information system can be effectively, efficiently, and satisfactorily used by its intended users [15].

## 2.7 System Usability Scale

The System Usability Scale (SUS) is a standardized instrument widely used to measure the usability level of a system, application, or device, and it has remained the most popular method over the past five years due to its simplicity, reliability, and validity [8]. Numerous studies have shown that SUS provides consistent evaluative performance across various contexts, including digital interfaces [16], interactive environments [17], and cross-device evaluations involving IoT technologies [18].

SUS consists of ten items rated on a 1–5 Likert scale, and the score is calculated using the standard formula: (1) for odd-numbered items: contribution score

= response value – 1; (2) for even-numbered items: contribution score = 5 – response value. All contribution scores are then summed and multiplied by 2.5 to produce a final value ranging from 0 to 100. The interpretation of SUS scores has been refined through contemporary approaches, including grading scales (A–F), adjective ratings, and acceptability ranges [8].

In general, a score of  $\geq 80.3$  is categorized as Excellent (Grade A) and indicates a very high level of usability; scores between 68–80.3 fall into the Good (Grade B) category and are generally considered to reflect good usability; scores within 65–68 are classified as OK / Marginal High (Grade C); scores from 50–65 are categorized as Marginal / Poor (Grade D); while scores  $< 50$  fall into the Not Acceptable (Grade F) category. These interpretations allow researchers to determine whether a system meets usability standards and to compare a system's performance with industry and research benchmarks.

Thus, SUS remains a relevant and empirically robust tool for evaluating usability in IoT systems as well as other digital technologies [19].

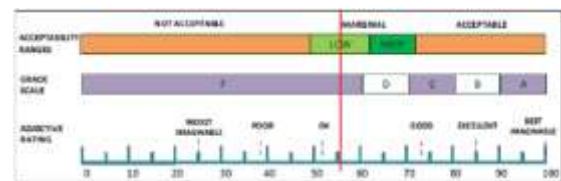


Figure 1. Acceptance rate SUS [8]

## 3 RESEARCH METHODS

### 3.1 Research Design

In this study, the System Usability Scale (SUS) was employed as the evaluation method. SUS adopts a descriptive quantitative approach, as it generates numerical scores that objectively represent the usability level of a system. The purpose of this study was to evaluate the usability of the WARIS Information and Calculation Website. Data were collected after participants had attended a brief system usage orientation and interacted with the website by performing its main functions. The resulting SUS scores were subsequently analyzed to determine the overall usability level of the system [20].

### 3.2 Population and Sample

The population in this study consisted of all members of the academic community at Universitas Binaniaga Indonesia. The sample was determined using Slovin's formula [21] based on the following inclusion criteria:

1. Muslims
2. Having prior experience with or an understanding of web-based systems.

The sample size was calculated using Slovin's formula with a 10% margin of error. The researchers identified the entire population of Universitas Binaniaga Indonesia through the academic information system. From the complete population data, 756 individuals met the criteria to be included in the study population, out of a total population of 993 individuals. The respondents were recruited using convenience sampling, in which participants who met the inclusion criteria and were willing to participate in the study were invited to complete the questionnaire.

Based on the eligible population of 756 respondents, a total of 89 participants was obtained.

$$n = \frac{N}{1 + Ne^2}$$

$$n = \frac{756}{1 + 756(0,1)^2}$$

$$n = \frac{756}{1 + 7,56}$$

$$n = \frac{756}{8,56}$$

$$n = 88,32$$

This sample size was considered statistically sufficient to represent the target population for the purpose of the usability evaluation.

### 3.3 Research Instrument

The research instrument used is the SUS questionnaire, which consists of 10 statements with responses measured using a 1–5 Likert scale [22], where:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

The statements are arranged alternately as positive and negative items to maintain validity. The SUS items are as follows [23]:

1. I think that I would like to use this system frequently.
2. I found the system unnecessarily complex.
3. I thought the system was easy to use.
4. I think I would need the support of a technical person to be able to use this system.
5. I found the various functions in this system were well integrated.
6. I thought there was too much inconsistency in this system.

7. I would imagine that most people would learn to use this system very quickly.
8. I found the system very cumbersome to use.
9. I felt very confident using the system.
10. I needed to learn a lot of things before I could get going with this system.

It should be noted that the odd-numbered items (1, 3, 5, 7, 9) are positive statements, while the even-numbered items (2, 4, 6, 8, 10) are negative statements.

SUS Scoring Procedure [24]:

- Positive items = (Response value – 1)
- Negative items = (5 – Response value)
- Total SUS Score = (Sum of contributions) × 2.5

The final SUS score ranges from 0 to 100, with the following interpretation:

- > 80.3 = Excellent
- 68 – 80.3 = Good / Acceptable
- 50 – 68 = Marginal
- < 50 = Not Acceptable

## 4 RESULTS AND DISCUSSION

### 4.1 Result

#### 4.1.1 Sytem Analysis

Before the system was developed and its supporting components were designed, a system analysis was conducted. The researchers analyzed the system requirements, including the type of system needed and how it would be used by its intended users. The outputs of the system analysis consisted of system scenarios [25] and the design of a use case diagram [26].

#### 1. System Actor

The system involves only a single actor, namely the end user, who interacts directly with the system. The end user is able to access comprehensive information about WARIS and calculate inheritance distribution based on the applicable principles of Islamic Sharia law.

#### 2. System Scenario

Before performing an inheritance distribution simulation, users are provided with comprehensive information about WARIS, including the history of Islamic inheritance law, the genealogy of eligible heirs, the legal foundations of *mawaris*, and an overview of *Fiqh Mawaris*. The information presented is intended to serve as a guide, enabling users to better understand the principles of Islamic inheritance law before conducting the inheritance calculation simulation.

The next activity performed by the end user is to simulate the inheritance distribution through the "Heir Calculator" menu. In this menu, users enter the required inheritance-related information, after

which the system calculates and displays the distribution of the estate based on the applicable Islamic Sharia rules and the specified inheritance criteria.

### 3. Usecase Diagram

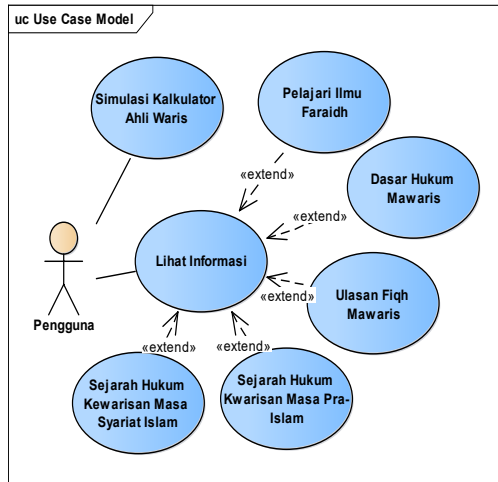


Figure 2. Use case diagram

Based on the defined system scenario, the interactions between the actor and the system are visualized using a use case diagram. Figure 2 presents the use case diagram of the WARIS Information and Calculation Website.

#### 4.1.2 System Design



Figure 3. System dashboard

Figure 3 illustrates the system dashboard, which serves as the main interface of the WARIS Information and Calculation Website. From this page, users can view an overview of the available menus and navigate to the system's features and functions.



Figure 4. Legal Foundation of Mawaris Menu

As shown in Figure 4, This menu enables users to study the legal foundations of Mawaris. It provides information on the Qur'anic verses related to Islamic inheritance law, the Hadith of the Prophet Muhammad concerning inheritance law, and the provisions of Islamic inheritance law as stipulated in the Compilation of Islamic Law (Kompilasi Hukum Islam/KHI), which serves as the primary legal reference for Islamic inheritance matters in Indonesia.



Figure 5. Mawaris (Fiqh) Explanation Menu

As shown in Figure 5, this menu provides users with a comprehensive explanation of Mawaris from the perspective of Islamic Fiqh. Through this menu, users can study the virtues of *Faraidh* (Islamic inheritance law), the definition of an inheritance estate (*At-Tarikah*), the categories of heirs and the rules of inheritance, inheritance exclusion (*Al-Hujub*), the redistribution of surplus inheritance (*Ar-Radd*), and the adjustment of inheritance shares in cases where the prescribed shares exceed the available estate (*Al-'Aul*).



Figure 6. Main System Services

As shown in Figure 6, This menu allows users to access the main services provided by the system. The available services include the Legal Basis of WARIS, WARIS Fiqh Review, and the WARIS Calculator.



Figure 7. Histori of Waris Law Menu

As shown in Figure 7, This menu provides users with information on the history of Islamic inheritance law, explaining how Islam introduced revolutionary changes in ensuring fairness in the distribution of family wealth. The historical information is presented from two perspectives: the Pre-Islamic Period and the Islamic Sharia Period.



Figure 8. Waris Genealogy Diagram

As shown in Figure 8, This menu enables users to view the genealogy of heirs through a visual diagram. The diagram is intended to help users understand the

hierarchical structure of heirs and the order in which the distribution of WARIS is implemented.



Figure 9. Main Menu of the WARIS Calculator

In this menu, users can begin the inheritance calculation process by entering the deceased's gender and marital status. After completing this information, users can proceed to the **Asset Information** menu to input the details of the estate that will be used in the inheritance calculation.

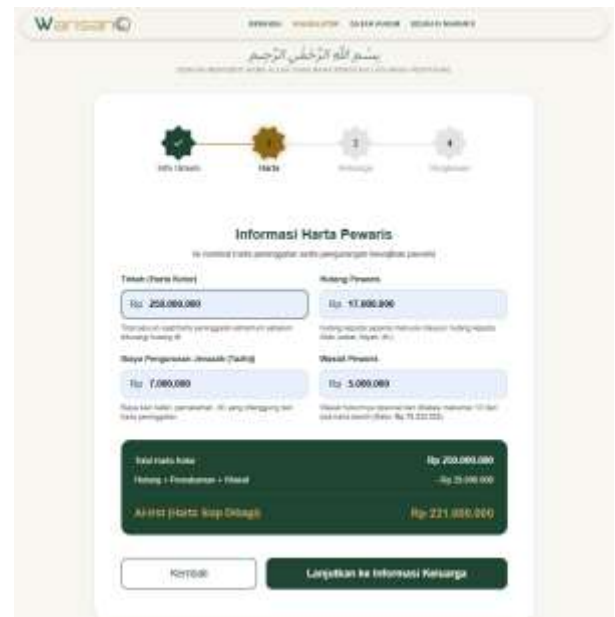


Figure 10. Asset Information Menu

This menu is a continuation of the previous menu in the WARIS Calculator. Here, users enter the deceased's asset information, including the total gross estate, outstanding debts, funeral expenses, and any bequest (if the deceased left a will involving a portion of the estate). Based on these inputs, the system calculates

and displays the net estate available for distribution among the eligible heirs.

Figure 11. Deceased's Family Information Menu

In this menu, users continue the inheritance calculation process by entering information about the deceased's family. This includes the number of immediate family members, the status of the deceased's parents and grandparents (alive or deceased), as well as information about siblings and other relatives. The data entered in this menu is used to determine the eligible heirs and their respective inheritance shares according to Islamic inheritance law.

Figure 12. Inheritance Distribution Results Menu

This menu displays the results of the inheritance distribution. Users can view a summary of the inheritance estate, a detailed breakdown of each eligible heir's share, and notifications if the final distribution involves a special case, such as radd (the redistribution of the remaining estate among eligible heirs). In addition, this menu allows users to view a visual representation of the family inheritance tree and download the inheritance distribution report in PDF format.

## 4.2 Discussion

The following is the recap of the SUS questionnaire that was distributed to 89 respondents. The respondents were given questions based on the standard SUS question set.

Table 1. Questionnaire Data Recapitulation

| No.   | Scale |    |    |    |    | Contribution Score |
|-------|-------|----|----|----|----|--------------------|
|       | 1     | 2  | 3  | 4  | 5  |                    |
| Q1    | 0     | 2  | 8  | 35 | 44 | 299                |
| Q2    | 42    | 34 | 9  | 4  | 0  | 292                |
| Q3    | 0     | 1  | 6  | 30 | 52 | 311                |
| Q4    | 39    | 37 | 9  | 4  | 0  | 289                |
| Q5    | 0     | 2  | 7  | 36 | 44 | 300                |
| Q6    | 45    | 31 | 9  | 4  | 0  | 295                |
| Q7    | 0     | 3  | 10 | 34 | 42 | 293                |
| Q8    | 43    | 33 | 10 | 3  | 0  | 294                |
| Q9    | 0     | 2  | 7  | 33 | 47 | 303                |
| Q10   | 46    | 29 | 10 | 4  | 0  | 295                |
| Total |       |    |    |    |    | 2971               |

### 4.2.1 Usability Measurement Results Using the System Usability Scale (SUS)

Usability testing of the WARIS Information and Calculation Website was conducted using the System Usability Scale (SUS) with the participation of 89 respondents. The SUS instrument consists of 10 statements evaluated using a 5-point Likert scale. The SUS score was calculated following the standard procedure: for odd-numbered statements, the score was calculated as score - 1, while for even-numbered statements, it was calculated as 5 - score. The adjusted scores were then summed and multiplied by 2.5 to obtain a final SUS score ranging from 0 to 100.

To obtain the average SUS score, the total contribution score is divided by the total number of respondents. Therefore, the average contribution score is calculated as follows:

$$\text{Average Score} = \frac{2971}{89} = 33,382$$

And to obtain the final SUS score, the average contribution score is multiplied by 2.5, as follows:

$$\begin{aligned} \text{SUS Score} &= 33,382 \times 2,5 \\ \text{SUS Score} &= 83,46 \end{aligned}$$

These results indicate that, overall, the system meets users' expectations in terms of ease of use, functional clarity, and interaction efficiency. The obtained SUS score of 83.45 also indicates that the website has an "Excellent" level of usability, indicating that the website was considered suitable for use by the respondents involved in this study.

#### 4.2.2 Distribution and User Perception Patterns

The score distribution indicates that respondents gave ratings ranging from 67.5 to 95.0, demonstrating a consistently positive perception that the application is easy to use and effectively supports users in obtaining WARIS information and performing WARIS calculations.

The maximum score of 95.0 indicates that a group of users perceived the WARIS Information and Calculation Website as highly intuitive, with a clear navigation flow, easy-to-understand functions, and good system responsiveness. These findings suggest that the website's user interface and user experience have been well optimized, enabling the system to effectively meet the needs of the majority of users.

#### 4.2.3 SUS Category Interpretation

The maximum score of 95.0 indicates that a group of users perceived the application as highly intuitive, with a clear navigation flow and fast system responsiveness. This suggests that the application's design has been well optimized to meet users' needs.

According to the System Usability Scale (SUS) interpretation standards:

- 68–80.3 = Good / Acceptable
- $\geq 80.3$  = Excellent

With an average SUS score of 83.46, the application falls into the "Excellent" category. This indicates that the application:

- Can be used easily by the general public without requiring special training.
- Provides interactions that are easy to understand, resulting in a relatively low cognitive load for users.
- Demonstrates a high level of user satisfaction, particularly in terms of navigation, interface clarity, and the effectiveness of the application's core functions.

The Excellent category also indicates that the application is highly competitive compared with similar applications in terms of usability. It demonstrates a mature and well-designed user experience, requiring only minimal refinement to further enhance user satisfaction and overall system quality.

#### 4.2.4 Qualitative Analysis Based on Rating Patterns

Although the overall SUS score falls within the Excellent category, the respondents' rating patterns reveal several important findings:

- Ease of use during the first interaction received high ratings from most respondents, indicating that the WARIS Information and Calculation Website has an intuitive user interface.
- The integration of the WARIS information and calculation features performed well, with only a few users experiencing confusion when using the website's core functionalities.
- The visual consistency of the interface also received positive feedback, suggesting that the website's design provides a comfortable user experience and facilitates navigation.

### 5 CONCLUSION

This study only evaluates the usability of the WARIS Information and Calculation Website using the System Usability Scale (SUS) and does not assess the accuracy of the inheritance calculation results produced by the system. Based on the responses of 89 participants, the website achieved an average SUS score of 83.46, indicating an Excellent level of usability. These results demonstrate that the website is easy to learn, intuitive to use, and provides clear and well-integrated functionality for accessing Islamic inheritance information and performing inheritance calculations based on Sharia principles. The positive usability results indicate that the website has the potential to be used by the public and to support users in improving their understanding of Islamic inheritance law while facilitating the inheritance distribution process. Although the overall usability performance is highly satisfactory, minor improvements to interface elements, such as enhancing icon clarity and information presentation, may further improve the user experience. Future studies may extend the evaluation by incorporating user experience (UX) assessment methods, investigating the effectiveness of the website in improving users' knowledge and decision-making regarding Islamic inheritance, and examining the accuracy of the inheritance calculation results produced by the system.

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