

ANALISIS USER EXPERIENCE PADA WEBSITE LEMBAGA PERLINDUNGAN PEREMPUAN DAN ANAK (LPPA) MENGGUNAKAN METODE HEURISTIC EVALUATION

ABSTRAK

Lembaga Perlindungan Perempuan dan Anak (LPPA) merupakan Lembaga yang bergerak dalam perlindungan hak perempuan dan anak, LPPA juga konsen dalam melakukan pendampingan Hukum baik di tingkat kepolisian Maupun pada tingkat Pengadilan. Penelitian dilakukan untuk meningkatkan usability dan mengembangkan website LPPA menjadi lebih dikenal masyarakat luas. Penelitian ini menggunakan metode *Heuristic Evaluation* dimana para penguji – nya sendiri merupakan para ahli dibidang *usability*, UI, dan UX. Para evaluator nantinya akan menggunakan alat ukur berupa *severity ratings*. Terdapat hasil permasalahan dimana total khusus – nya pada indikator H2 – *Match Between System and The Real World* dengan 9 permasalahan yang memiliki nilai rerataan SR yaitu 2.33, H4 – *Consistency and Standards* dengan 13 permasalahan yang memiliki nilai rerataan SR sebanyak 2.61, H7 – *Flexibility and Efficiency of Use* dengan 5 permasalahan yang memiliki nilai rerataan SR sebanyak 2.8 serta H8 – *Aesthetic and Minimalist Design* yang memiliki permasalahan tertinggi sebanyak 22 dengan rerataan nilai SR 2.59. Hasil dari permasalahan itu diolah oleh peneliti yang nantinya akan berupa pemberian tampilan *re – design* menggunakan metode *Design Thinking* dalam bentuk *prototype* untuk rekomendasi tampilan perbaikan pada website resmi LPPA kepada pihak LPPA.

Kata Kunci: Lembaga Perlindungan Perempuan dan Anak, Website, Usability, User Interface, User Experience, Heuristic Evaluation, Design Thinking, Severity Rating, Prototype

ANALYSIS OF USER EXPERIENCE ON THE WOMEN AND CHILD PROTECTION INSTITUTION (LPPA) WEBSITE USING HEURISTIC EVALUATION METHOD

ABSTRACT

The Institute for the Protection of Women and Children (LPPA) is an institution that is active in the protection of women's and children's rights. The LPPA is also consensual in providing legal support both at the police level and at the court level. Research is being done to improve usability and develop the LPPA website to become more known to the general public. This study uses the heuristic evaluation method, where the testers themselves are experts in usability, UI, and UX. The evaluators will later use a measure of severity ratings. There is a problem outcome where the total is specific: its indicator H2: Match Between System and The Real World with 9 problems that have a SR ratio of 2.33; H4: Consistency and Standards with 13 issues that have an SR ratio of 2.61; H7: Flexibility and Efficiency of Use with 5 problems with an SR ratio of 2.8; and H8: Aesthetic and Minimalist Design with the highest problem of 22 with a SR rating of 2.59. The result of the problem is processed by the researchers, who will subsequently give a re-design display using the Design Thinking method in the form of a prototype for the recommendation of an improvement display on the official LPPA website to the LPPA.

Kata Kunci: *The Women and Children Protection Institute, Website, Usability, User Interface, User Experience, Heuristic Evaluation, Design Thinking, Severity Rating, Prototype*