

REDESIGN WEBSITE SMAN 29 JAKARTA DENGAN METODE USER CENTERED DESIGN BERDASARKAN EVALUASI POST-STUDY SYSTEM USABILITY QUESTIONNAIRE DAN HEURISTIC EVALUATION

Ni Wayan Giri Puspawati

ABSTRAK

SMAN 29 Jakarta merupakan sekolah yang mengimplementasikan *website* sebagai media penyampaian informasi sekolah yang dapat dijangkau masyarakat umum. Berdasarkan observasi, wawancara, dan kuesioner pra-penelitian, *website* ini memerlukan perancangan ulang tampilan, dikarenakan tampilan kurang menarik, informasi tidak *update*, sulit mengakses informasi yang dibutuhkan, dan informasi yang tersedia kurang jelas dan akurat. Dengan demikian, penelitian ini bertujuan untuk merancang ulang tampilan *website* untuk mencapai *usability* yang lebih baik. Metode yang digunakan yaitu *Post-Study System Usability Questionnaire* (PSSUQ) dan *Heuristic Evaluation* sebagai metode evaluasi serta *User Centered Design* (UCD) sebagai metode perancangan desain *website*. Hasil evaluasi *website* berjalan berdasarkan kuesioner PSSUQ masih tergolong rendah, yaitu *Overall* 5,36, *System Usefulness* 5,29, *Information Quality* 5,33, dan *Interface Quality* 5,50. Sedangkan, berdasarkan penilaian evaluator dengan *Heuristic Evaluation* ditemukan 61 permasalahan dengan rata-rata *severity rating* 3. Setelah dilakukan proses *redesign* dengan metode UCD, didapatkan peningkatan pada seluruh indikator PSSUQ sebesar 70,32%, yaitu *Overall* 1,60, *System Usefulness* 1,65, *Information Quality* 1,59, dan *Interface Quality* 1,53. Sedangkan, melalui *Heuristic Evaluation* terdapat penurunan jumlah masalah sebesar 80,33%, yaitu hanya menjadi 12 permasalahan dengan rata-rata *severity rating* 1. Sehingga, dapat disimpulkan bahwa penerapan metode *User Centered Design* (UCD) terbukti dapat meningkatkan *usability* dan menghasilkan rancangan antarmuka yang sesuai kebutuhan pengguna.

Kata kunci: *User Centered Design* (UCD), *User Experience*, *User Interface*, *Heuristic Evaluation*, *Post-Study System Usability Questionnaire* (PSSUQ)

REDESIGN WEBSITE SMAN 29 JAKARTA DENGAN METODE USER CENTERED DESIGN BERDASARKAN EVALUASI POST-STUDY SYSTEM USABILITY QUESTIONNAIRE DAN HEURISTIC EVALUATION

Ni Wayan Giri Puspawati

ABSTRACT

SMAN 29 Jakarta is a senior high school that utilizes a website as an information dissemination platform accessible to the public. Based on observations, interviews, and a pre-research questionnaire, the website requires a redesign due to its unappealing interface, outdated information, difficulty in accessing needed content, and the lack of clarity and accuracy in the information provided. Therefore, this study aims to redesign the website interface to achieve better usability. The methods used include the Post-Study System Usability Questionnaire (PSSUQ) and Heuristic Evaluation as evaluation methods, as well as User Centered Design (UCD) as the design approach. The evaluation results of the existing website based on the PSSUQ showed low usability scores, with an overall score of 5.36, system usefulness 5.29, information quality 5.33, and interface quality 5.50. Additionally, the Heuristic Evaluation conducted by evaluators identified 61 usability issues with an average severity rating 3. After the redesign process using the UCD method, improvements were observed across all PSSUQ indicators, showing a usability increase of 70.32%, with overall score of 1.60, system usefulness 1.65, information quality 1.59, and interface quality 1.53. Meanwhile, the Heuristic Evaluation showed a 80.33% reduction in usability issues, leaving only 12 problems with an average severity rating 1. Thus, it can be concluded that the application of the User Centered Design (UCD) method has proven effective in improving usability and producing an interface design that aligns with user needs.

Keywords: *User Centered Design (UCD), User Experience, User Interface, Heuristic Evaluation, Post-Study System Usability Questionnaire (PSSUQ)*