

## ABSTRAK

*Website Smart Employee* pada Jakarta Smart City merupakan sistem internal yang digunakan untuk mendukung aktivitas administratif dan operasional pegawai. Namun, pada sistem berjalan masih ditemukan permasalahan *usability*, seperti ketidakkonsistenan antarmuka, keterbatasan kontrol akun, validasi input yang kurang jelas, umpan balik status proses yang belum optimal, serta bantuan terhadap kesalahan yang belum memadai. Penelitian ini bertujuan untuk mengidentifikasi kebutuhan pengguna dan permasalahan *usability*, menyusun rancangan sistem usulan, serta mengembangkan ulang *website Smart Employee* menggunakan *Flutter Web*. Penelitian menggunakan pendekatan pengembangan sistem dengan metode kualitatif dan iteratif. Data dikumpulkan melalui observasi, studi dokumentasi, dan *Focus Group Discussion* berbasis Adam Fard *Heuristic Evaluation CheckList*. Hasil penelitian menunjukkan bahwa sistem usulan mampu meningkatkan konsistensi antarmuka, kejelasan navigasi, validasi input, kontrol akun, status proses, dan dukungan fitur berdasarkan peran pengguna. Pengujian *Black-Box* juga menunjukkan bahwa fitur utama sistem berjalan sesuai kebutuhan fungsional yang telah ditentukan.

Kata Kunci: Adam Fard *CheckList*, *Black-Box Testing*, *Flutter Web*, *Heuristic Evaluation*, *Smart Employee*

## ABSTRACT

*The Smart Employee website at Jakarta Smart City is an internal system used to support employees' administrative And operational activities. However, the existing system still has several usability problems, including interface inconsistency, limited acCount control, unclear input validation, insufficient process-status feedback, And inadequate error assistance. This study aims to identify user needs And usability problems, design a proposed system, And redevelop the Smart Employee website using Flutter Web. The research employed a system-development approach With a qualitative And iterative method. Data were collected through observation, documentation review, And a Focus Group Discussion based on the Adam Fard Heuristic Evaluation CheckList. The results show that the proposed system improves interface consistency, navigation clarity, input validation, acCount control, process-status visibility, And feature support based on user roles. Black-Box Testing also indicates that the system's main features operate according to the defined functional requirements.*

Keywords: Adam Fard *CheckList*, *Black-Box Testing*, *Flutter Web*, *Heuristic Evaluation*, *Smart Employee*