

**Analisis *User Experience* dan *Redesign User Interface Website* Sistem
Informasi Jaringan Pengelola (SIGAP) Pada PDDikti Menggunakan Metode
Design Thinking.**

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ABSTRAK

Pangkalan Data Pendidikan Tinggi (PDDIKTI) memiliki *website helpdesk* yaitu aplikasi Sistem Informasi Jaringan Pengelola (SIGAP), yang digunakan sebagai layanan *helpdesk*. *Helpdesk* memiliki fasilitas dengan *support ticket* antara admin dengan pengguna, sebagai media komunikasi pesan langsung dengan mudah. Namun, pada proses layanan *helpdesk* terjadi beberapa kendala seperti penumpukan tiket *helpdesk* dan setelah dilakukan analisis sistem berjalan ditemukan beberapa masalah diantaranya sulit mencari informasi, admin *helpdesk* yang kurang responsif, dan sebagainya. Oleh karena itu, penelitian ini dilakukan untuk menganalisis *user experience* sebagai penilaian evaluasi terhadap *website* yang sudah berjalan. Metode dalam penelitian ini yaitu *System Usability Scale* (SUS) dan Metode *Design Thinking* sebagai tahapan *redesign*. Berdasarkan hasil penelitian analisis sistem berjalan didapat hasil evaluasi skor sebesar 55 dan setelah dilakukan *redesign* serta *testing usability* diketahui skor penilaian mengalami kenaikan sebesar 78 atau peningkatan sebesar 41,8%. Dengan demikian diketahui bahwa telah terjadi perubahan yang positif pada hasil *redesign* yang telah dilakukan.

Kata kunci : *Redesign*, SIGAP, *usability*, *System Usability Scale* (SUS), dan *Design Thinking*.

**ANALYSIS OF USER EXPERIENCE AND REDESIGN OF USER
INTERFACE WEBSITE SYSTEM NETWORK SERVICE MANAGER
(SIGAP) IN PDDIKTI USING DESIGN THINKING METHODS**

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ABSTRACT

The Higher Education Database (PDDIKTI) has a helpdesk website, namely the Management Network Information System (SIGAP) application, which is used as a helpdesk service. Helpdesk has facilities with support tickets between admins and users, as a medium for easy direct message communication. However, in the helpdesk service process there were several obstacles such as the accumulation of helpdesk tickets and after an analysis of the running system, several problems were found, including difficulty finding information, a less responsive helpdesk admin, and so on. Therefore, this study was conducted to analyze user experience as an evaluation of the website that is already running. The methods in this study are the System Usability Scale (SUS) and the Design Thinking Method as redesign stages. Based on the results of the current system analysis research, the results of the evaluation score of 55 were obtained and after redesign and testing usability, it was found that the assessment score increased by 78 or an increase of 41.8%. Thus it is known that there have been positive changes to the results of the redesign that have been carried out.

Keywords : Redesign, SIGAP, usability, System Usability Scale (SUS), dan Design Thinking.