

Evalusi Usability dan Perancangan User Interface Dengan Metode Usability Testing Dan System Usability Scale (SUS) Pendekatan User Centered Design (UCD) (Usability Evaluation and User Interface Design With Usability Testing Method And System Usability Scale (SUS) User Centered Design (UCD) Approach)

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ABSTRACT

Services at an agency are currently quite influenced by the development of information technology, including dr. R. Soedarsono hospital Pasuruan City which provides services and information to users by using the E-New Purut application. In this study apply Usability Testing and System Usability Scale in measuring usability. Usability testing is based on 5 criteria, namely Learning, Efficiency, Memorability, Error, and Satisfaction. While the value of the satisfaction criteria is obtained in the System Usability Scale (SUS) process. Usability testing involves direct application users to obtain problem information with specific customized tasks. Through this test, we will get the advantages and disadvantages of the application and get recommendations for improvement from the user's eyes. From the advantages and disadvantages of the application, a recommendation for improvement is obtained that can increase user satisfaction and create a good user experience in using the application. After the usability testing stage is carried out, the user interface design is carried out with a User Centered Design (UCD) approach. Then the usability testing of the prototype was carried out using the same method at the beginning, namely Usability Testing and System Usability Scale (SUS) to ensure that the user interface design was successful and feasible to be brought into the development process further.

Keywords: *System Usability Scale, Usability Testing, User Centered Design, User Experience, User Interface*