

**Pengembangan Ulang Website JTI Surat Berdasarkan Analisis Usability
Menggunakan Metode *Design Thinking* (Redesign of the JTI Surat Website
Based on Usability Analysis Using the Design Thinking Method)**
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ABSTRACT

This study aims to redesign the JTI Surat website of the Department of Information Technology at Politeknik Negeri Jember based on the results of a usability analysis using the Design Thinking method. The redesign was carried out because the initial evaluation indicated several usability issues, including a less intuitive user interface, the absence of automatic email notifications, and an unclear user flow. The research employed the Design Thinking method, which consists of five stages: Empathize, Define, Ideate, Prototype, and Test. Usability evaluation was conducted using the System Usability Scale (SUS) involving 40 students as respondents in both the pre-test and post-test stages. In addition, interviews were conducted with five students and four study program administrators to gather qualitative data regarding user needs and experiences while using the JTI Surat website. The results showed that the average SUS score increased from 51.56 in the pre-test to 77.50 in the post-test, representing an improvement of 25.94 points. Based on the SUS interpretation, the post-test score falls into the Acceptable category, achieves a Grade C, and is classified as Good on the Adjective Rating scale, indicating that the website's usability improved after the redesign. The redesigned website includes several improvements, such as an enhanced user interface, a simplified letter submission process, email notification features, a Forgot Password feature, a Letter History feature, and clearer information regarding the status of letter submissions. Based on the SUS evaluation and interview results, the implementation of the Design Thinking method successfully improved the usability of the JTI Surat website and provided a better user experience for both students and study program administrators.

Keywords: *Design Thinking, System Usability Scale (SUS), usability, JTI Surat website.*