

**USER CENTERED DESIGN PADA USER INTERFACE APLIKASI  
UNTUK PENGGUNA PENSIUNAN (KASUS APLIKASI MOBILE PT  
TASPEN) *USER CENTERED DESIGN ON USER INTERFACE APPLICATIONS  
FOR RETIRED USERS (CASE OF PT TASPEN MOBILE APPLICATION)***  
Mukhammad Angga Gumilang, S.Pd, M.Eng

**Muhammad Irfan Shidqi Laksono**  
**Study Program of Technical Information**  
**Majoring of Information Technology**  
Program Studi Teknik Informatika  
Jurusan Teknologi Informasi

***ABSTRACT***

Information technology has an impact on all aspects of life, including in the case of taspen in providing services and information to taspen users with applications. In this study, we want to apply the User-Centered Design method to produce a user interface design for PT Taspen's mobile application that focuses on user needs. UCD has 5 important stages, namely, Specify Context of Use, Specify Requirements, Produce Design Solution, Evaluate Design, Meet Requirements. The results of studies that have been carried out by UCD and evaluations using UEQ and SUS show that the six scales (attractiveness, clarity, efficiency, accuracy, stimulation, novelty) have positive values. with an average attractiveness of 0.55, clarity of 0.60, efficiency of 1.05, accuracy of 0.1012, stimulation of 0.0404, and novelty of 0.0337. The results of the average SUS value of all respondents obtained in the initial application before UCD was applied were 47.75, equivalent to a C value and for applications, after the User-Centered Design was applied, 69.50 was equivalent to a B value in the SUS Key grading. So it can be concluded that the solution design provides a more positive perception in terms of user experience and better in terms of usability.

**Keywords :** User-Centered Design, User Experience, System Usability Scale, Usability