

ABSTRACT

USER INTERFACE ANALYSIS IN THE MOBILE APPLICATION OF THE TRANS CENTRAL SERVICE INFORMATION SYSTEM USING THE HEURISTIC EVALUATION METHOD

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Trans Jateng Service Information System is an official mobile application owned by the Central Java Provincial Transportation Agency that can be used by TransJateng users to find information about RealTime bus arrival schedules, guidance on where to go, and AR stops. Users of the Trans Jateng Service Information System application certainly have several problems, especially in the user interface section when using the application. So that the benefits of the Central Java Trans Service Information System can be achieved, the usability of the system can allow users to get the results as expected. This research was conducted using the Heuristic Evaluation method to find out the usability problems that occur in the Central Java Trans Service Information System. Evaluators involved in this heuristic evaluation process amounted to 3 usability expert evaluators. The results of this study based on the severity rating have a value of 0.97 which is included in the cosmetic problem category which means that there are problems with the user interface of the Trans Java service information system application but no improvement is needed for these problems, and there are 3 aspects of the problem that get recommendations for improvement, namely in the aspects of User Control and Freedom, Consistency and Standard, Error Prevention get the highest severity rating based on the results of applying the heuristic evaluation method with the ten principles used in this study.

Keywords: *Trans Central Java Service Information System, Heuristic Evaluation, Mobile Apps, User Interface.*