

ABSTRACT

WEBSITE REDESIGN OF RSUD Prof. Dr. Margono Soekarjo WITH USER CENTERED DESIGN (UCD) AND SYSTEM USABILITY SCALE (SUS) METHODS TO MEASURE USER EXPERIENCE LEVELS

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RSUD Prof. Dr. Prof. Margono Soekarjo's website is the general platform of the Prof. Regional General Hospital. Dr. Margono Soekarjo provides information regarding service options, profiles, and hospital facilities. However, there are several things that are not aligned and not easy to use in the appearance of the Prof. Hospital website. Dr. Margono Soekarjo makes patients and prospective patients choose not to use this website. This problem is proven by testing using the System Usability Scale (SUS) method with a score of 64.166 which is stated in the Acceptability Range including the Marginal Low category, on the Grade Scales side the system occupies the Grade D position, in terms of Adjective Rating, the system evaluation results are in the position "OK". To overcome this problem, the researcher proposes to redesign the website using the User Centered Design (UCD) method. So, this study aims to improve the design of the Prof. Hospital website display. Dr. Margono Soekarjo with the UCD method. The results of this study are an evaluation of the new design which gets a score of 72.72 in terms of the Acceptability Range, this application is in the Acceptable category, while in terms of Grade Scales the system occupies a Grade C position, in terms of Adjective Rating, the system evaluation results are in the position "good". It can be stated that this system meets good usability criteria and is able to fulfill the wishes and needs of the user.

Keywords: Website, Hospital, Prof. Dr. Margono Soekarjo Hospital, Redesign Analysis, UCD, SUS.

