

## ABSTRACT

### ***EVALUATION AND IMPROVEMENT OF THE USER INTERFACE DESIGN OF THE SIAGA MEDIKA GENERAL HOSPITAL WEBSITE USING THE HUMAN CENTERED DESIGN METHOD***

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*In the current era of digitalization, information technology has developed rapidly, one of the factors that can determine the life of an individual, group, and agency. Good information technology will maximize the delivery of data so as to produce information. Many agencies engaged in the health sector have implemented the use of websites as a material for disseminating effective and efficient information services. The performance of an agency can be determined by the services provided to service users, this shows that it is necessary to carry out interface evaluation activities to determine the quality in service development to meet user needs, in this study the population based on the number of patient visits was 73361 which resulted in sample data of 99.86. This data sample collection uses a simple random sampling method, by distributing System Usability Scale questionnaires as a measure of evaluation value carried out by the Human Centered Design method which has 4 stages, namely, specify the context of use, specify user and organizational requirements, produce design solutions, and evaluate designs against user requirement. From the initial evaluation of the design, it was found that the average score was 48.42, which increased to 71.65 from the final design evaluation results based on the System Usability Scale (SUS), this study produced prototype design recommendations as output.*

***Keywords: Evaluation, Human Centered Design, Website Interface Improvement, Hospital.***