ABSTRACT

The Medan City Government Health Service website has a problem, namely the information provided is not always updated, besides that users have difficulty finding available menus and besides that there has never been an evaluation of the appearance of the Medan City Government Health Service website. The solution to this problem is to designing interfaces and user experiences using the System Usability Scale (SUS) method through user interface usability analysis can help improve system use from a user perspective. The results are expected with the evaluation of the User interface with the SUS method, in the future it will be more effective and meet user expectations. In testing on the Medan City Government Health Service website with Usability results of 55.078 with Grade D and Adjective Rating Poor, these results indicate the Medan City Government Health Office website on the subjective assessment of respondents has not reached a satisfactory value, and users have the potential to become detractors explaining that users are not good enough satisfied with website development.

Keywords: User Interface, Usability, SUS,