ABSTRACT

REDESIGN THE USER INTERFACE IN LAUNDRY POS APP USING THE USER CENTERED DESIGN (UCD) METHOD

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Laundry Pos App application is a laundry cashier application which is a form of digital development of laundry services that offers heavy washing services by the kilo. Based on the results of the questionnaire on the Laundry Pos App application, problems experienced by users were found, namely in the application display, choosing colors so that they were not monotonous, the UI icons were too large, the user interface display was less attractive, the alignment of fonts and layout was less consistent. This problem exists, so it is necessary to redesign the user interface of the Laundry Pos App. With a good user interface in the Laundry Pos App application, it is expected to make it easier for users to use the application. Based on results of first questionnaire, average score for SUS was 55,8, so a redesign was needed by taking into account a good UI to increase the SUS score. This research implements the System Usability Scale and User Centered Design methods. The System Usability Scale method is used to evaluate user experience, while the User Centered Design method is applied in designing the user interface display design. The results of the evaluation of usability testing use figma, to see the prototypes that have been made. After testing, the respondents filled out the second SUS questionnaire and obtained an average score of 80,1 so that the second SUS questionnaire experienced an increase in terms of SUS scores. This assessment indicates that the results of the redesign of the Laundry Pos App application are good and accepted by users, and are included in grade B and get good ratings. This is reinforced by hypothesis analysis which results in the hypothesis H0 being rejected and H1 being accepted according to the results of the SUS average score.

Keywords *: Laundry, Laundry Pos App, System Usability Scale, User Interface, User Centered Design.*