

ABSTRACT

DEVELOPMENT OF A FOOD STALL FINANCIAL RECORD APPLICATION USING USER-CENTERED DESIGN

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Financial records is one of the keys to running a food stall business, but the complexity of financial records applications in circulation is a challenge for owners. Food stall owners often face difficulties in using applications such as Xero, QuickBooks, and Wave due to complicated user interfaces and limited technological knowledge. This research aims to develop a food stall financial records application that uses the User-Centered Design (UCD) approach to overcome these complexities. Through interviews with food stall owners, such as Mrs. Tarnisem of Warteg Hikmah in East Jakarta, as well as analysis of their needs, the application was designed to be responsive to user needs. Prototype design, testing with Black Box Testing, and evaluation with System Usability Scale (SUS) are all part of the application development process. The developed application is expected to simplify the process of records daily transactions, monitoring cash flow, and providing easy-to-understand financial analysis. The test results show that the application functions properly and the SUS score results average 71 which means it has a good level of usability.

Keywords: *Black Box Testing, Financial Records Application, Food Stalls, System Usability Scale, User-Centered Design.*