

Abstract

The use of the internet has become an important requirement in the era of digitalization. Benefits are also obtained from the use of the internet. One of them is digital transactions using e-money. One of the e-money in Indonesia is Finpay Money. From the survey and evaluation that were conducted on 20 respondents using the system usability scale (SUS) method on the Finpay Money application, the score was 54.25 and entered the F predicate which indicates that the Finpay Money application lacks effective, efficient, and satisfying user. This motivates researchers to provide design recommendations and test the results of these design recommendations because Finpay Money is an application that has been around for a long time and is less attractive to users. In making this design using the User-Centered Design (UCD) method. After getting the information, the researcher designed the application and conducted testing to see whether the application could satisfy the user or not using SUS and the results were obtained from 20 respondents, namely 86.75 and mapped according to the SUS grade score. Then it is found that the SUS score for the Finpay Money application that has been redesigned is Adjective Rating: Excellent, Grade: B, Acceptability Range: Acceptable. With these numbers, it can be concluded that the Finpay Money application is acceptable to users and follows user needs.

Keywords: system usability scale, user-centered design, user interface, finpay money