

ABSTRACT

The Communication and Informatics Office (Diskominfo) of Bandung City is one of the regional service organisations of Bandung City which has the main task of carrying out part of the regional government affairs in the field of communication, informatics, and public relations based on the principles of autonomy and assistance. Diskominfo built a Bandung City Regional Budget (APBD) website designed to provide information to the public about local government financial transparency. In its development, several problems were found such as the effectiveness and efficiency of the APBD website design, as well as a monotonous website display, not following trends, and low readability. Therefore, this research needs to be done to improve the appearance of the website using the Human Centered Design (HCD) method as a design solution development which includes the process of identifying the need for human centered design, understanding and specifying the context of use, specifying the user and organizational requirements, producing design solutions, and evaluating design against requirements. Interface design evaluation was carried out twice, namely on the user interface before improvements were made and after improvements were made using usability testing. The first evaluation was conducted to find out and understand user needs followed by 7 participants and managed to get an average value of effectiveness of 100%, an average value of efficiency of 0.0114 goals/second, and a user satisfaction value based on a SUS score of 66 which is in a poor predicate. As for the second evaluation, the efficiency obtained an average of 0.0125 goals/second, an effectiveness level of 100%, and a user satisfaction level of 104 which is in the excellent predicate. This shows that the improvement of the user interface of the APBD website in the second evaluation is in accordance with user needs and has a high level of satisfaction.

Keywords: Human centreed design (HCD), usability testing, website, design, user interface, evaluation, improvement.