

Abstract

A web based public services, has become an important part in the success of a government institutions. One of the government websites that became the object of research is sukabumi government website. However, based on interviews and usability testing of the implementation of government websites is not good in terms of website interface. Components that affect the website interface is efficiency, effectiveness, satisfaction, safety. Therefore it required to recommend the user interface of sukabumi government website. To design the user interface requires a method of design, in this research the method that used is User Centered Design. Which is by using this method, it expected to be able to know the needs that centered at the user to facilitate the user in achieving their needs. In addition, there is a need to test the design to measure it usability. This research testing using the principle of QUIM (Quality in Use Integrated Measurement) usability. From the website that has been built using the user centered design method, the usability is increased from 63.18 to 70.64%.

Keywords : *Website E-Government kota Sukabumi, user interface, user centered design, usability testing, QUIM (Quality in Use Integrated Measurement)*