ABSTRACT

User Interface or UI is the visual part of an application that aims to ascertain how humans interact with the application. Including one of the academic services in the IT Telkom Surabaya Electronic Library application or commonly abbreviated as the ELIT web. Currently, the ELIT website does not yet have a good user interface and user experience and does not meet the required usability standards. Since the initial launch of the application, there are currently 3 features contained in the ELIT web application (Digital Collection Page, Catalog Page, and Article Collection Page). In this study, an analysis and evaluation of user experience and usability measurements was carried out using the SUS (System Usability Scale) method. to obtain information on user needs that can be a recommendation for redesigning the user interface and user experience on the ELIT web application, the parties involved The SUS score obtained during the ELIT web measurement was 48.83 which was included in the unfavorable category, after redesigning with the User Centered Design (UCD) method produces a final score of 75.5 so that it is included in the Good category, while the admin view has a usability score of 41.04 and after being redesigned it has a score of 81.04 The User Centered Design (UCD) method was chosen to produce good user interface by the user and provide user convenience.

Keywords: User Centered Design, System Usability Scale, User Interface, User Experience.