

ABSTRACT

PT XYZ designed a claims section situs web to support the digitization of the claims process at their company. However, situs web users faced several issues that affected User Experience (UX), such as reliance on email for claim revisions and unclear claim status naming. These issues contributed to a low score in the System Usability Scale (SUS) test of 20.5, indicating that the situs web had poor UX and did not meet user needs, necessitating a redesign. SUS serves as a tool to quantitatively measure aspects of UX, including learnability, efficiency, memorability, errors, and satisfaction. The redesign follows a user-centered design (UCD) approach, which focuses on user needs and preferences. The redesign directly improved the UX, which then influenced the User Interface (UI) design to be more intuitive and efficient. After the redesign, test results showed a significant improvement in UX, with SUS scores increasing from 20.5 to 85.3. This improvement shows the success in improving the UX, which has a direct impact on improving the UI.

Keywords: *ui/ux, redesign, claims, user-centered design, system usability scale*