ABSTRACT

The information system for facilities and infrastructure at Stikes Bina Cipta Husada is an internal platform designed to support asset management processes such as buildings, rooms, and inventory items. However, the implementation of the system currently being used faces a number of obstacles, such as the absence of borrowing and returning features and limitations in performing mass data input. This causes the work process to be less efficient and has a negative impact on the user experience, especially in the infrastructure management section. This study aims to redesign the user interface (UI) and improve the user experience (UX) of the system by applying the User Centered Design (UCD) method. The research method consists of four main stages according to the UCD principle, namely Understanding Context of Use, Specifying User Requirements, Design Solutions, and Evaluating Against Requirements. Data were collected through interviews and distributing questionnaires using the User Experience Questionnaire (UEQ) instrument to system users, namely IT staff, infrastructure and students. Based on initial findings, a high-fidelity prototype design was carried out using the Figma platform, which included improvements to the navigation structure, layout, and integration of borrowing and returning features.

Keywords: UI/UX, User Centered Design, Infrastructure Information System, Figma, User Experience Questionnaire, Stikes Bina Cipta Husada.