

ABSTRACT

The E-Government website is an essential platform for supporting transparency, efficiency, and accessibility in digital public services. However, the interface and user experience of the website for the Department of Youth, Sports, Culture, and Tourism (Porabudpar) of Nganjuk Regency are considered suboptimal in delivering information and services. Therefore, this study aims to redesign the User Interface (UI) and User Experience (UX) of the website using a User-Centered Design (UCD) approach. The design process includes understanding the usage context, identifying user needs through user personas, empathy maps, and user journey maps, as well as specifying requirements through task scenarios, use case diagrams, user flows, and site maps.

The initial design was developed through a low-fidelity prototype and validated into a high-fidelity prototype using Figma, then implemented into a front-end interface using HTML, CSS, JavaScript, Bootstrap, and Laravel Blade. The system evaluation was conducted using the System Usability Scale (SUS) method involving 31 respondents, consisting of 18 internal users, 5 internal admins, and 8 external users. The evaluation results showed that the average SUS score from users was 85.40, and from admins was 85.00, indicating an excellent level of system usability. Thus, the redesign has proven to significantly improve the quality of the interface and the overall user experience.

Keywords: *UI/UX, E-Government, User-Centered Design, Porabudpar Website, System Usability Scale (SUS)*