

ABSTRACT

Learning Management Systems (LMS) are crucial for managing e-learning and employee training. However, most in-house LMS platforms often suffer from low usability, inefficient task flows, and poor visual design. This research presents the redesign of an LMS called Platform Informasi dan Pengetahuan Digital (PIPD), implemented in a financial services company referred to as Company X. The redesign was guided by the Activity-Centered Design (ACD) methodology, which focusses on designing systems based on user activity rather than profiles, making it particularly suited for structured work environments. The redesign process involved two iterations: first, a low-fidelity wireframe prototype that addressed layout and navigation issues, and second, a high-fidelity interactive prototype that focused on usability, aesthetics, and branding. Usability was evaluated using the System Usability Scale (SUS), the Single Ease Question (SEQ), task completion times, and success rates. Prior to the redesign, the SUS scores were 35 (Teacher) and 39.5 (Learner), indicating poor usability. Post-redesign, the scores improved significantly to 80 and 91.5, with SEQ averages exceeding 6.6 and a 100% success rate in task completion. Finally, the interactive prototype was tested using the same scenarios, followed by additional SUS and SEQ evaluations. The results illustrate that ACD markedly enhances the usability of enterprise-level LMS platforms. This study contributes to the literature by providing empirical usability testing conducted in a real-world organizational setting, confirming the effectiveness of ACD.

Keywords: *learning management system, activity-centered design, usability testing, interface redesign, system usability scale (SUS), prototype evaluation*