

ABSTRACT

One of important aspects about canteen is the physical facilities such as tables and chairs. The design of tables and chairs in Kantin Teknik (Kantek) Telkom University there are various perceptions from its users. Those preceptions given about the Kantek's tables and chairs make the user choose another place to eat. Therefore, it is necessary to improve the design that suits for user experience. Because of the tables and chairs products are based on user-oriented, the approach for improvement design is Human Centric Design using Kansei Engineering method. A number of opinions about the Kantek's tables and chairs resulted in 22 valid and reliable Kansei Word to be reduced until 18. Assisted by the HoQ, the specifications were obtained and the processed results were implemented on Kantek's tables and chairs improvement design.

Keywords : Kansei Engineering, Table, Chair, Canteen