

User Interface Design Improvement and Usability Evaluation for Evolution Web Application of Telkom Indonesia Using User Centered Design

Faisal Adly Aditya Pradana¹, Dr. Mira Kania Sabariah, S.T., M.T.², Monterico Adrian, S.T., M.T.³

^{1,2,3}Faculty of Informatics, Telkom University, Bandung

¹faisaladly@students.telkomuniversity.ac.id, ²mirakania@telkomuniversity.ac.id,

³monterico@telkomuniversity.ac.id

Abstrak

Evolution Web Application is web application for ITGC Compliance division in Telkom Indonesia to collect the Evidence report. This application is used regularly every quarter. The main purpose is as a repository of evidence control that can be used at any time for audit purposes both internally and externally. Evolution Web Application will be utilized as a research object because there are a problem in the user interface design and Web Application have not met the concept of usability. as a reference, to validate the Evolution Web Application User Interface Design problem and the improvements that will be applied according to user needs, Author conducted User Interview. User interview is conducted using Focus Group Discussion (FGD) with Evolution web Application users. The purposes of Focus Group Discussion (FGD) is to find problems in the user interface and expectations to achieve user goals for user interface design improvement. However, the interview results show that the current User Interface design has a significant flaws. To improve the usability of Evolution Web Application, a method known as User-centered Design (UCD) is used for improving the User Interface design of the Evolution Web Application, User-centered design (UCD) is a design method that prioritizes the user to enhance the user interface design and usability value. The evaluation after design improvement is carried out by using Heuristic Evaluation involving 3 experts to review the usability of the design improvement results with Severity Rate. Heuristic Evaluation produces answers from 3 experts with a severity value are not more than a severity value of 2, which indicates a severity status of 2 is Minor usability problem or fixing should be given low priority.

Keywords: ITGC Compliance, Evolution Web Application, User-centered Design (UCD), Focus Group Discussion (FGD), Heuristic Evaluation, User Interface.
