

ABSTRACT

Gathering user needs in developing analytical systems often encounters obstacles in choosing appropriate and effective elicitation techniques. These obstacles arise due to the difficulty in determining the right method to accurately explore user needs. This research aims to develop a web-based elicitation tool with an intuitive and responsive UI/UX design for system analysts. This topic is important because increasing efficiency and accuracy in the user requirements elicitation process can reduce the risk of potentially detrimental misinterpretation of requirements for the project. Currently, inappropriate elicitation techniques often lead to errors in gathering user requirements. The proposed solution involves using a User-Centered Design (UCD) approach, which includes designing an interface based on a literature review and data from interviews, observations, and surveys. This interface integrates three main elicitation techniques and uses "user stories" as output. Design evaluation is carried out through use case scenario reviews to ensure the suitability of functional requirements. The main results show that the application of User-Centered Design (UCD) integrated with UI/UX principles increases the efficiency and accuracy of system analysts in selecting elicitation techniques. In conclusion, good interface design, formally evaluated using use case scenarios, can produce a more positive and effective user experience.

Keywords : UI/UX, web design, elicitation techniques, UCD methods, system development, system analyst