

## **ABSTRACT**

*This study aims to evaluate the usability and redesign the User Interface (UI) and User Experience (UX) of the Suara Surabaya Mobile application using the Heuristic Evaluation, System Usability Scale (SUS), and the Double Diamond design model. Before the redesign, the Heuristic Evaluation revealed that some aspects, such as Match Between System and the Real World and User Control and Freedom, were functioning well. However, several issues were identified in Visibility of System Status, Consistency and Standards, and Help and Documentation, which negatively impacted the user experience. Additionally, the SUS results showed an average score of 47.3 (Grade E) with a Not Acceptable level of acceptance.*

*After the redesign using the Double Diamond approach, the evaluation demonstrated significant improvements. Most heuristic aspects, such as Match Between System and the Real World, Recognition Rather Than Recall, and Help and Documentation, were functioning effectively. However, some issues remained, such as Consistency and Standards and Flexibility and Efficiency of Use. The SUS results after the redesign indicated an average score of 73.25 (Grade C) with an Acceptable level of acceptance.*

*This study concludes that the UI/UX redesign successfully enhanced the overall user experience. However, additional improvements are still required to address technical and flexibility aspects. By implementing the recommended improvements, the Suara Surabaya Mobile application is expected to provide a more optimal user experience and remain competitive with similar applications.*

**Keywords** : Usability, Heuristic Evaluation, System Usability Scale, Double Diamond Model, UI/UX, Suara Surabaya Mobile