

ABSTRAK

Website Sadewa merupakan salah satu sistem informasi penting di lingkungan UPN “Veteran” Yogyakarta yang digunakan untuk mendukung berbagai aktivitas akademik dan administratif mahasiswa, seperti pengajuan Kuliah Kerja Nyata, Kerja Praktik, Tugas Akhir. *Website Sadewa*, sebagai sistem informasi yang dikembangkan untuk mendukung layanan akademik dan administratif mahasiswa, memiliki peran penting dalam menunjang berbagai kebutuhan tersebut. Untuk meningkatkan fungsi dan kualitas layanan pada *Website Sadewa*, diperlukan perancangan ulang agar sistem dapat bekerja secara lebih optimal dan sesuai dengan kebutuhan pengguna. Penelitian ini bertujuan untuk meningkatkan kualitas antarmuka (*user interface*) serta meningkatkan tingkat *usability* *Website Sadewa*. Metode yang digunakan adalah *Design Thinking* yang terdiri dari lima tahap, yaitu *empathize*, *define*, *ideate*, *prototype*, dan *testing*. Pada tahap *testing*, pengukuran *usability* dilakukan melalui tiga aspek, yaitu *efficiency*, *effectiveness*, dan *satisfaction*. Pengujian *efficiency* dan *effectiveness* dilakukan menggunakan *tools* Maze, sementara aspek *satisfaction* dievaluasi menggunakan metode *System Usability Scale* (SUS). Hasil penelitian menunjukkan bahwa rancangan yang diusulkan memperoleh nilai *usability* yang tinggi. Pada aspek *effectiveness*, desain baru mencapai nilai 93,75%, yang berdasarkan standar penilaian termasuk kategori sangat efektif. Pada aspek *efficiency*, diperoleh nilai 0.1669 *Goal/sec* yang menunjukkan bahwa efisiensi penggunaan desain *Website Sadewa* berada dalam kategori cepat. Sementara itu, tingkat *satisfaction* pengguna pada *Website Sadewa* versi awal berada pada angka 55,125 yang berarti masih dapat diterima tetapi tergolong rendah. Setelah dilakukan perancangan ulang, nilai kepuasan meningkat menjadi 83,25, yang menandakan bahwa desain baru *Website Sadewa* diterima dengan kategori cukup tinggi oleh pengguna.

Kata Kunci: *Design Thinking*, *User Interface*, *User Experience*, *Usability testing*, Efektifitas, Efisiensi, *System Usability Scale* (SUS)

ABSTRACT

Sadewa Website is one of the essential information systems at UPN “Veteran” Yogyakarta, used to support various academic and administrative activities for students, such as submitting proposals for Community Service Program (KKN), Internship (Kerja Praktik), and Final Project (Tugas Akhir). As an information system designed to facilitate academic and administrative services, Sadewa Website plays a significant role in assisting these various needs. To enhance its functionality and service quality, a redesign is required so that the system can operate more optimally and align with user needs. This study aims to improve the user interface (UI) quality and increase the usability level of the Sadewa Website. The method used is Design Thinking, which consists of five stages: empathize, define, ideate, prototype, and testing. In the testing phase, usability was measured through three aspects: efficiency, effectiveness, and satisfaction. The efficiency and effectiveness evaluations were conducted using the Maze tool, while the satisfaction aspect was assessed using the System Usability Scale (SUS). The results indicate that the proposed design achieved a high level of usability. In terms of effectiveness, the new design reached a score of 93.75%, which falls into the highly effective category based on standard evaluation criteria. For efficiency, the value obtained was 0.1669 Goal/sec, indicating that the redesigned Sadewa Website operates within the fast category. Meanwhile, the initial satisfaction score for the original Sadewa Website was 55.125, meaning it was still acceptable but considered low. After the redesign, user satisfaction increased to 83.25, indicating that the updated Sadewa Website was received with a high level of acceptance by users.

Keywords: Design Thinking, User Interface, User Experience, Usability Testing, Effectiveness, Efficiency, System Usability Scale (SUS)