# ABSTRAK

Sistem informasi persuratan di Badan Pusat Statistik (BPS) Kota Salatiga saat ini belum mampu mendukung proses administrasi secara optimal. Pengelolaan surat yang masih terpecah dan semi-manual menggunakan *Google Spreadsheet* dan *Microsoft Word* menjadi keluhan yang paling sering muncul dari pengguna, mulai dari duplikasi nomor surat, format dokumen yang tidak konsisten, alur persetujuan yang tidak terstruktur, hingga risiko keamanan data akibat tautan *spreadsheet* yang bersifat publik. Kondisi ini menandakan bahwa BPS Salatiga belum memiliki sistem informasi persuratan yang mampu mendukung penyelesaian tugas pegawai, admin, dan atasan secara efektif, efisien, dan aman. Penelitian ini kemudian dilakukan untuk merancang *User Interface* (UI) dan *User Experience* (UX) Sistem Informasi Persuratan BPS Salatiga menggunakan metode *Task Centered System Design* (TCSD), yang pendekatannya dimulai dari memahami tugas nyata pengguna secara mendalam sebelum menghasilkan solusi desain yang tepat sasaran. Proses perancangan dilakukan melalui empat tahapan yaitu *Task Identification*, *User-Centered Requirements Analysis*, *Design Through Scenario*, dan *Evaluation*, dengan data kebutuhan pengguna yang dikumpulkan melalui observasi dan wawancara kepada pegawai, admin, dan atasan yang menggunakan sistem persuratan BPS Salatiga. Hasil dari proses ini berupa *high-fidelity prototype* yang kemudian dievaluasi melalui dua iterasi *usability testing* dengan tiga kali pengujian menggunakan platform Maze dan *System Usability Scale* (SUS), berdasarkan lima indikator pengukuran yaitu *learnability*, *efficiency*, *memorability*, *errors*, dan *satisfaction*. Hasil pengujian ketiga menunjukkan bahwa *prototype* yang dirancang mampu mendukung penyelesaian tugas pengguna dengan baik, dimana tingkat keberhasilan tugas (*learnability*) mencapai 93,33% pada bagian pegawai, 83,33% pada bagian atasan, dan 100% pada bagian admin. Aspek *efficiency* menunjukkan nilai *Time-Based Efficiency* sebesar 0,038 *goals/sec* pada pegawai, 0,082 *goals/sec* pada atasan, dan 0,059 *goals/sec* pada admin. Aspek *memorability* memperoleh skor rata-rata 4,50 pada pegawai, 4,75 pada atasan, dan 4,25 pada admin, sementara aspek *errors* menunjukkan *error rate* sebesar 0,13 pada pegawai, 0,20 pada atasan, dan 0,18 pada admin. Hasil pengukuran *satisfaction* melalui SUS menunjukkan skor sebesar 74 pada pegawai, 85 pada atasan, dan 80 pada admin, yang menandakan tingkat kegunaan *prototype* dapat diterima dengan baik oleh pengguna. Hasil ini membuktikan bahwa metode *Task Centered System Design* berhasil menghasilkan rancangan antarmuka yang efektif, mudah digunakan, dan mampu memenuhi kebutuhan pegawai, admin, serta atasan dalam proses administrasi persuratan di BPS Kota Salatiga.

**Kata kunci:** *UI/UX*, *Task Centered System Design* (TCSD), *Usability Testing*, *System Usability Scale* (SUS), Sistem Informasi Persuratan BPS Kota Salatiga

# ABSTRACT

*The letter administration information system at the Central Bureau of Statistics (BPS) of Salatiga City has not been able to optimally support the administrative process. Letter management that is still fragmented and semi-manual using Google Spreadsheet and Microsoft Word is the most frequent complaint raised by users, ranging from duplicate letter numbers, inconsistent document formats, an unstructured approval flow, to data security risks caused by publicly accessible spreadsheet links. This condition indicates that BPS Salatiga does not yet have a letter administration information system capable of supporting the tasks of employees, admins, and supervisors effectively, efficiently, and securely. This research was therefore conducted to design the User Interface (UI) and User Experience (UX) of the BPS Salatiga Letter Administration Information System using the Task Centered System Design (TCSD) method, whose approach begins with an in-depth understanding of users' real tasks before producing a targeted design solution. The design process was carried out through four stages, namely Task Identification, User-Centered Requirements Analysis, Design Through Scenario, and Evaluation, with user requirement data collected through observation and interviews with employees, admins, and supervisors who use the BPS Salatiga letter system. The result of this process is a high-fidelity prototype which was then evaluated through two iterations of usability testing across three rounds of testing using the Maze platform and the System Usability Scale (SUS), based on five measurement indicators, namely learnability, efficiency, memorability, errors, and satisfaction. The results of the third testing round show that the designed prototype was able to support user task completion well, with a task success rate (learnability) of 93.33% for employees, 83.33% for supervisors, and 100% for admins. The efficiency aspect showed a Time-Based Efficiency value of 0.038 goals/sec for employees, 0.082 goals/sec for supervisors, and 0.059 goals/sec for admins. The memorability aspect obtained an average score of 4.50 for employees, 4.75 for supervisors, and 4.25 for admins, while the errors aspect showed an error rate of 0.13 for employees, 0.20 for supervisors, and 0.18 for admins. The satisfaction measurement through SUS showed a score of 74 for employees, 85 for supervisors, and 80 for admins, indicating that the usability of the prototype was well accepted by users. These results prove that the Task Centered System Design method successfully produced an interface design that is effective, easy to use, and able to meet the task needs of employees, admins, and supervisors in the letter administration process at BPS Salatiga City.*

***Keywords:*** *UI/UX, Task Centered System Design (TCSD), Usability Testing, System Usability Scale (SUS), BPS Salatiga Letter Administration Information System*