

# Evaluasi Desain Antarmuka dan Usability Sistem PPID (Pejabat Pengelola Informasi dan Dokumentasi) Kementerian Luar Negeri Republik Indonesia Menggunakan Metode User Centered Design = Evaluation of Interface Design and Usability of the PPID (Information and Documentation Management Officer) System of the Ministry of Foreign Affairs of the Republic of Indonesia Using the User Centered Design Method

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## Abstrak

Pejabat pengelola informasi dan dokumentasi atau PPID adalah sistem layanan informasi publik yang dimiliki oleh Kementerian Luar Negeri RI atau Kemlu RI. PPID bertugas melaksanakan kegiatan penyimpanan, pendokumentasian, penyediaan, dan pelayanan informasi publik. PPID merupakan implementasi Undang-Undang No. 14 Tahun 2008 tentang Keterbukaan Informasi Publik (UU KIP). Website PPID Kementerian Luar Negeri dapat diakses melalui tautan berikut <https://e-ppid.kemlu.go.id/>. Tetapi berdasarkan evaluasi singkat terhadap desain antarmuka website PPID Kemlu RI masih terdapat kekurangan pada aspek user experience. Berdasarkan landasan desain yang kami pakai yaitu Shneiderman's Eight Golden Rules of Interface Design masih terdapat kekurangan dalam poin offer informative feedback, cater to universal usability, strive for consistency. Adanya penelitian ini ditujukan untuk memperdalam pemahaman mengenai permasalahan yang dirasakan oleh pengguna. Dari pemahaman tersebut akan diberikan output berupa desain alternatif website PPID Kemlu RI yang di desain dengan pendekatan User Centered Design (UCD). Selain itu, terdapat pula evaluasi desain antarmuka atau User Interface (UI) dan usability dengan metode usability testing dan contextual interview. Penelitian ini menghasilkan rancangan desain antarmuka yang memiliki skor evaluasi yang baik, dengan rata-rata success rate pada usability testing sebesar 97,8%. Penelitian ini kemudian ditutup dengan saran yang dapat diterapkan pada penelitian selanjutnya.

.....The information and documentation management officer or PPID is a public information service system owned by the Indonesian Ministry of Foreign Affairs or the Indonesian Ministry of Foreign Affairs. PPID is tasked with carrying out storage, documentation, provision and service of public information. PPID is an implementation of Law no. 14 of 2008 concerning Openness of Public Information (UU KIP). The PPID Ministry of Foreign Affairs website can be accessed via the following link <https://e-ppid.kemlu.go.id/>. However, based on a brief evaluation of the interface design of the Indonesian Ministry of Foreign Affairs' PPID website, there are still deficiencies in the user experience aspect. Based on the design basis that we use, namely Shneiderman's Eight Golden Rules of Interface Design, there are still deficiencies in the points of offering informative feedback, catering to universal usability, striving for consistency. This research is aimed at deepening understanding of the problems felt by users. From this understanding, output will be provided in the form of an alternative design for the Indonesian Ministry of Foreign Affairs' PPID website which is designed using a User Centered Design (UCD) approach. Apart from that, there is also an evaluation of the interface design or User Interface (UI) and usability using the usability testing and contextual interview methods. This research produced an interface design that had a good evaluation score,

with an average success rate in usability testing of 97.8%. This research then closes with suggestions that can be applied in further research.