

# Perancangan Desain Knowledge Management System Ummu'l Quro Depok melalui Pendekatan User-Centered Design = Knowledge Management System Design for Ummu'l Quro Depok with User-Centered Design Approach

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## Abstrak

Ummu'l Quro Depok merupakan yayasan yang bergerak pada bidang pendidikan. Yayasan tersebut memiliki tiga jenjang pendidikan, dari TKIT, SDIT, hingga SMPIT. Untuk menyokong bidang pendidikan, Ummu'l Quro Depok memiliki berbagai divisi dan fasilitas seperti Sarana Prasarana, Koperasi, Hubungan Masyarakat, hingga UKS. Dengan birokrasi yang sangat kompleks serta pengetahuan yang sangat luas, dibutuhkan suatu wadah sistem informasi yang dapat mengumpulkan dan menampung semua kebutuhan informasi perusahaan agar mudah diakses oleh pegawainya. Berangkat dari permasalahan tersebut, proyek perancangan desain Knowledge Management System Ummu'l Quro Depok melalui Pendekatan User-Centered Design (UCD) dilakukan. Knowledge Management System merupakan sistem informasi yang dibutuhkan untuk keberlanjutan perusahaan. Pendekatan UCD dipilih dengan mempertimbangkan frekuensi penggunaannya dan demografi pengguna yang masih pemula. Agar pengguna merasa nyaman menggunakan sistem tersebut, prinsip Eight Golden Rules of Interface Design digunakan sebagai pedoman perancangan desain. Single Ease Question (SEQ) kemudian dilakukan sebagai lanjutan tahap UCD. Berdasarkan metode dan teknik tersebut, didapatkan nilai evaluasi 6,9 dari 7 yang berarti tujuan perancangan desain berhasil dicapai.....The Ummu'l Quro Depok Foundation is a foundation engaged in the field of private islamic integrated education. The foundation has three levels of education, from kindergarten, elementary school, to middle school. To support the education sector, the Ummu'l Quro Depok Foundation has various divisions and facilities such as infrastructure, cooperatives, public relations, and the school's health clinic. With a very complex bureaucracy and very broad knowledge, an information system container that is able to collect and accommodate all of the company's information is needed for the information to be easily accessed by its employees. Based on these problems, the Ummu'l Quro Depok Knowledge Management System design project through the User-Centered Design (UCD) Approach was carried out. Knowledge Management System is an information system needed for company sustainability. The UCD approach was chosen by considering the frequency of its use and the demographics of users who are beginners. In order for users to feel comfortable using the system, the Eight Golden Rules of Interface Design principles are used as a design guideline. The Single Ease Question (SEQ) was then carried out as a follow-up to the UCD stage. Based on these methods and techniques, an evaluation value of 6.9 out of 7 was obtained, which means that the design objectives were successfully achieved.