

ABSTRACT

The Bandung City Dashboard website is one of the ICT services owned by the Bandung City Communication and Information Office. By utilizing existing technology, the Bandung City Dashboard website is one of the media providing data visualization for Bandung City. After an interview with the website manager, it was found that this website had conducted an evaluation of the User Interface (UI) in 2019 but did not involve users, which resulted in a website that was not user friendly, not attractive, there were no clear instructions, unclear navigation flow, and required the addition of new content. The results of the initial evaluation calculation of the website, by using a questionnaire that processes data related to effectiveness, efficiency, and satisfaction indicators, show that the overall average indicator has a mean of 73%. However, the value of the satisfaction aspect, namely the value of user satisfaction with the appearance of the website, has a value of 64% with a poor category. Therefore, to overcome these problems, the solution provided is to involve users in the website evaluation process and improve the interface design on the Bandung City Dashboard website using the double diamond method and usability testing. The result of this research is a user interface design based on the stages of the double diamond. Comparison of the evaluation of the old design and the new design obtained a difference with a difference of 20% and it is known that the testing results after redesign have an average of 93% which can be said to be very good. Thus, it can be concluded that the solution design provides a positive perception in terms of user interface/user experience and usability.

Keywords: User Interface/User Experience, Double Diamond, Usability Testing