ABSTRACT

Inefficient archive management can hamper company productivity, especially in document searches that often take a long time. This happens at the XYZ office, where a manual archive system is still used, causing difficulties in accessing important documents and increasing the risk of loss or damage to archives. To overcome this problem, this study designs a Knowledge Management System (KMS) interface using the Design Thinking method, which consists of the Empathize, Define, Ideate, Prototype, and Test stages. The design process begins with in-depth interviews and observations of users to understand their needs and the constraints they face. After that, a system prototype is designed and tested using the System Usability Scale (SUS) to assess the effectiveness, efficiency, and user satisfaction with the designed system. The results of the study show that a KMS-based digital archive system can improve work efficiency by accelerating document searches and reducing repetitive administrative time. Digitization and automation of archiving allow for faster, more accurate, and more structured document access, so that employees can focus more on strategic, value-added tasks. The implementation of this system also increases transparency and accountability in archive management. The SUS test results show that this system obtained a score of 77, which indicates that the level of usability is in the acceptable category, indicating that the system is easy to use and accepted by users. Thus, the application of the Design Thinking method in designing KMS has proven effective in overcoming the constraints of manual archive management at the XYZ office, while increasing the overall productivity of the organization.

__Keywords:__ Archives, Interface, Knowledge Management System, System Usability Scale