

**REDESIGNING THE USER EXPERIENCE OF THE  
LABORATORY WEBSITE IN INDUSTRIAL ENGINEERING  
DEPARTMENT OF ANDALAS UNIVERSITY**

**FINAL PROJECT REPORT**

*A report submitted in fulfillment of the requirement for the award of the degree of  
Bachelor Degree in Industrial Engineering Department, Faculty of Engineering, Andalas*



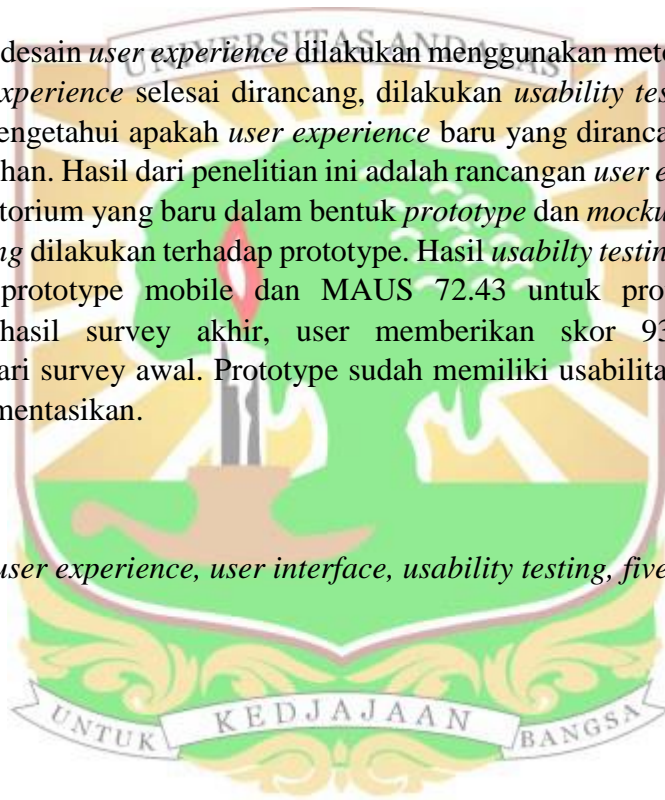
**DEPARTMENT OF INDUSTRIAL ENGINEERING  
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## ABSTRAK

Penelitian ini memiliki tujuan untuk merancang ulang *user experience* website laboratorium di Teknik Industri Universitas Andalas. Untuk mengetahui hal apa saja yang perlu diperbaiki maka dilakukan studi awal yang mencakup wawancara dengan 6 kepala laboratorium dan 6 asisten laboratorium, serta survey awal terhadap 13 mahasiswa S-1 Teknik Industri Unand menggunakan *framework for academic website*. Dari wawancara dan survey awal didapatkan kebutuhan data yang dapat digunakan saat proses desain *user experience*, dari hasil survey didapatkan skor 53.08% untuk *user experience* website lama.

Proses desain *user experience* dilakukan menggunakan metode *Five Planes*. Setelah *user experience* selesai dirancang, dilakukan *usability testing* dan survey akhir untuk mengetahui apakah *user experience* baru yang dirancang sudah sesuai dengan kebutuhan. Hasil dari penelitian ini adalah rancangan *user experience* untuk website laboratorium yang baru dalam bentuk *prototype* dan *mockup* user interface. *Usability testing* dilakukan terhadap *prototype*. Hasil *usability testing* adalah MAUS 84.43 untuk *prototype* mobile dan MAUS 72.43 untuk *prototype* desktop. Berdasarkan hasil survey akhir, user memberikan skor 93.38%, 40.31% peningkatan dari survey awal. *Prototype* sudah memiliki usabilitas yang baik dan dapat diimplementasikan.

**Kata Kunci:** *user experience, user interface, usability testing, five planes, prototype*



## **ABSTRACT**

*This study has an objective to redesign the user experience of laboratory websites in Industrial Engineering at Andalas University. To know the requirements of the new website so preliminary study is conducted including an interview with 6 laboratory heads and 6 laboratory assistants, and also a survey of 13 undergraduate students of Andalas University. From the preliminary study, gathered interview data for the user experience design process and from the survey earned a score of 53.08% for the existing user experience.*

*The user experience design process was conducted using the Five Planes Method. After the user experience is finished, usability testing and a final survey is conducted to know if the new user experience is already suitable to use. The result of the research is a user experience design for a new laboratory website in form of a prototype and mockup for the user interface. Usability testing is conducted on the prototype. the result of the usability testing is a MAUS of 84.43 for the mobile prototype and a MAUS of 72.43 for the desktop prototype. From the final survey, the user gives a score of 93.38%. It's a 40.31% increase from the preliminary survey. Therefore, the prototype was usable and able to be implemented.*

**Keywords:** *user experience, user interface, usability testing, five planes, prototype*

