

ABSTRAK

PENGEMBANGAN SISTEM PEMESANAN BAHAN MAKANAN BERBASIS WEB PADA PT AROMA LANGIT NUSANTARA MENGUNAKAN METODE *USER CENTERED DESIGN*

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Perkembangan teknologi digital mendorong sistem pemesanan bahan makanan yang lebih cepat dan terintegrasi, sementara PT Aroma Langit Nusantara masih menggunakan proses manual yang menyebabkan keterlambatan pembuatan *purchase order*, keterbatasan informasi stok secara *real-time*, dan rendahnya efisiensi operasional. Penelitian ini bertujuan untuk merancang dan mengimplementasikan sistem pemesanan bahan makanan berbasis web menggunakan pendekatan *User-Centered Design* (UCD) yang meliputi tahapan *understand context of use, specify user requirements, design solutions, evaluate against requirements*, serta beberapa tambahan tahapan meliputi implementasi sistem dan pengujian sistem. Evaluasi *design* dilakukan dengan *Heuristic Evaluation*, sedangkan pengujian sistem menggunakan *System Usability Scale* (SUS). Sistem dikembangkan menggunakan *framework* Laravel dengan dukungan teknologi *front-end* dan *back-end*. Hasil evaluasi *design* yang di uji oleh tiga *evaluator* menunjukkan seluruh prinsip *heuristic* memperoleh nilai di atas 80%, sementara hasil pengujian sistem yang dilakukan oleh 10 pengguna menghasilkan skor rata-rata 73.25 (*Grade C*) dengan kategori “OK”, sehingga sistem dinilai memiliki tingkat kegunaan yang baik dan layak digunakan untuk mendukung peningkatan efisiensi proses pemesanan.

Kata kunci: Sistem Pemesanan; *User-Centered Design, Usability Testing; Heuristic Evaluation; System Usability Scale.*

ABSTRACT

DEVELOPMENT OF A WEB-BASED FOOD INGREDIENT ORDERING SYSTEM AT PT AROMA LANGIT NUSANTARA USING THE USER CENTERED DESIGN METHOD

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The development of digital technology encourages a faster and more integrated grocery ordering system, while PT Aroma Langit Nusantara still uses a manual process that causes delays in creating purchase orders, limited real-time stock information, and low operational efficiency. This study aims to design and implement a web-based grocery ordering system using a User-Centered Design (UCD) approach that includes the stages of understanding the context of use, determining user needs, designing solutions, evaluating against requirements, and several additional stages including system implementation and system testing. The design evaluation was carried out using Heuristic Evaluation, while system testing used the System Usability Scale (SUS). The system was developed using the Laravel framework with the support of front-end and back-end technology. The results of the design evaluation tested by three evaluators showed that all heuristic principles obtained a score above 80%, while the results of system testing conducted by 10 users produced an average score of 73.25 (Grade C) with the "OK" category, so the system is considered to have a good level of usability and is suitable for use to support increasing the efficiency of the ordering process.

Keywords: Reservation System; User-Centered Design, Usability Testing; Heuristic Evaluation; System Usability Scale.