

DAFTAR ISI

LEMBAR PERSETUJUAN	ii
LEMBAR PENGESAHAN	iii
LEMBAR PERNYATAAN KARYA SENDIRI	iv
HALAMAN PERSEMBAHAN	v
ABSTRAK	vi
ABSTRACT	vii
KATA PENGANTAR	viii
DAFTAR ISI	x
DAFTAR GAMBAR	xiii
DAFTAR TABEL	xvii
DAFTAR ISTILAH	xviii
DAFTAR LAMPIRAN	xix
BAB I PENDAHULUAN	1
1.1 Latar Belakang	1
1.2 Rumusan Masalah	4
1.3 Tujuan Penelitian	4
1.4 Manfaat Penelitian	5
1.5 Batasan Masalah	5
1.6 Kerangka Pemikiran	6
1.7 Sistematika Penulisan	8
BAB II KAJIAN LITERATUR	10
2.1 Tinjauan Pustaka	10
2.2 Landasan Teori	16
2.2.1 <i>Aplikasi Mobile</i>	16
2.2.2 <i>User Experience</i>	16
2.2.3 <i>User Interface</i>	17
2.2.4 <i>User Centered Design</i>	17
2.2.5 <i>User Experience Questionnaire</i>	19
2.2.6 <i>Heuristic Evaluation</i>	22
2.2.7 <i>Card Sorting</i>	24

2.2.8	<i>Usability</i>	24
2.2.9	<i>User Persona</i>	25
2.2.10	<i>User Flow</i>	25
2.2.11	<i>Information Architecture</i>	26
2.2.12	<i>Gestalt Principle</i>	26
2.2.13	<i>Wireframe</i>	28
2.2.14	<i>Mockup & Prototype</i>	28
BAB III METODOLOGI PENELITIAN		30
3.1	<i>Design Science Research Method (DSRM)</i>	30
3.1.1	<i>Problem Identification and Motivation</i>	31
3.1.2	<i>Definition the Objectives of a Solution</i>	32
3.1.3	<i>Design and Development</i>	32
3.1.4	<i>Demonstration</i>	33
3.1.5	<i>Evaluation</i>	34
3.1.6	<i>Communication</i>	35
3.2	<i>User Centered Design (UCD)</i>	35
3.2.1	<i>Specify the Context of Use</i>	36
3.2.2	<i>Specify User and Organizational Requirements</i>	41
3.2.3	<i>Produce Design Solutions</i>	60
3.2.4	<i>Evaluate Design</i>	67
BAB IV HASIL DAN PEMBAHASAN		74
4.1	<i>Hasil Specify User and Organizational Requirements</i>	74
4.1.1	<i>Analisis User Experience Questionnaire (UEQ)</i>	74
4.1.2	<i>Analisis Card Sorting</i>	88
4.2	<i>Hasil Produce Design Solution</i>	104
4.2.1	<i>Information Architecture</i>	104
4.2.2	<i>Low Fidelity Design</i>	115
4.2.3	<i>User Flow</i>	122
4.2.4	<i>High Fidelity Design</i>	126
4.3	<i>Hasil Evaluate Design</i>	137
4.3.1	<i>Hasil Heuristic Evaluation Prototype</i>	137
4.3.2	<i>Hasil Evaluasi UEQ Prototype</i>	165

<i>BAB V SIMPULAN DAN SARAN.....</i>	<i>181</i>
5.1 Kesimpulan	181
5.2 Saran.....	181
<i>REFERENSI.....</i>	<i>182</i>
<i>LAMPIRAN.....</i>	<i>188</i>
<i>RIWAYAT HIDUP.....</i>	<i>339</i>