ABSTRACT

Title   : Implementation of Design Thinking Method in UI/UX Redesign of Public Complaint Application (Case Study: Go Siaga App)

Name   : Rafi Kurnia Pangestu

Study Program   : Informatics Engineering

Go Siaga App is a mobile-based application by Tangerang Sub-district Police Office that provides special community services for the Tangerang sub-district community which provides features in the form of reports of disturbances in public security and reports of loss or damage. Since it is a new application released in March 2021 on Google Playstore, there are several things that need to be considered to maintain the usability of the application. This research aims to redesign the user interface and user experience (UI/UX) of the Go Siaga application using Design Thinking Method in the design process to be more community-oriented. Some of the supporting aspects for testing the user satisfaction such as effectiveness, efficiency, usefulness, satisfaction, and learnability are met in the usability testing. The results showed that the percentage of all the aspects in usability from the redesigned version were higher than the current one with 80% of effectiveness, 80% of efficiency, 80% of usefulness, 86.67% of satisfaction, and 73.33% of learnability.

Keywords   : Design Thinking, user interface, user experience, usability testing