

**ANALISIS DAN PERANCANGAN USER INTERFACE APLIKASI
MOBILE GOSAKO (GO OJEK SAMPANG KOTA) MENGGUNAKAN
METODE FIVE PLANES**

*Analysis And Design Of User Interface Gosako Mobile Application (Go Ojek
Sampang Kota) Using Five Planes Method*

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ABSTRACT

The role of technology is the most important need for the service sector, including the Go Ojek Sampang Kota (Gosako) which utilizes technology in terms of ordering services online, which is still based on the Whatsapp application. In this study, the author applied the Five Planes method and evaluated the user interface design of the Gosako mobile application using the User Experience Questionnaire (UEQ) method. In addition, an interview was conducted with Gosako, where with the current system, there were several problems such as incompatibility of orders, the length of time orders arrived, and not being optimal in the delivery of services offered. In this study, the author used the Five Planes method to provide a user experience solution for the Gosako mobile application. The reason the method was chosen was because it has a more flexible UX development framework. Five Planes has 5 stages, namely strategy plane, scope plane, structure plane, skeleton plane, and surface plane. Then at the end there is the use of the User Experience Questionnaire (UEQ) to measure the user experience. The measurement results showed positive values and entered the good category with a breakdown of the attractiveness scale of 2.00, perspicuity of 1.82, efficiency of 1.70, dependability of 1.43, stimulation of 1.91, and novelty of 0.96. Design results and user experience measurements can be used for further research and further design recommendations to developers.

Keywords : Gosako, Five Planes, User Experience Questionnaire (UEQ), User Interface.