

**Analisis Dan Perancangan Prototype Tampilan Antarmuka Pada Website
RSD Kalisat Menggunakan Metode Design Thinking**
*(Analysis and Design of Interface Display Prototypes on the Kalisat Rsd Website
Using the Design Thinking Method.)*

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ABSTRACT

Hospitals act as public healthcare facilities, offering care for the sick as well as providing a range of individual healthcare services supported by advances in technology and science, such as inpatient, outpatient, and emergency care. In addition, hospitals are committed to providing organized and comprehensive health services with an emphasis on healing, recovery, and healthcare. The website of RSD Kalisat in Jember Regency serves as a platform to provide health information and services to the community, including doctors' schedules, information about health services, and the latest news regarding RSD Kalisat.

This research aims to optimize the user experience (UX) of the Kalisat Regional Hospital (RSD) website in Jember Regency using the Design Thinking method. The RSD Kalisat website currently does not provide an optimal UX, so testing with the Maze application on two flows was carried out. The first test showed many missclicks (19%), while the second test showed a total design score of 94 (high). The design of the Kalisat RSD website design prototype is expected to help optimize UX and provide a better experience for users.

Keywords: User Interface, User Experience, Design Thinking, Maze.