

***APPLYING DESIGN THINKING IN DESIGNING DHARMA HUSADA  
HOSPITAL WEBSITE IN PROBOLINGGO CITY USING USABILITY TESTING  
METHODOLOGY***

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**ABTRACT**

*Dharma Husada Hospital Website is a hospital website located in Probolinggo City. The information provided in this website is information about services, facilities and also online patient registration. This research aims to apply the Design Thinking approach in designing design recommendations for the Dharma Husada Hospital Website. Testing design recommendations on the online registration menu which is the main problem using the Usability Testing method in the form of distributing questionnaires, based on the distribution of these questionnaires obtained results on the learnability indicator of 3.92, memorability of 3.81, efficiency of 3.68, errors of 4.1 and satisfaction of 4. 1, besides that it is assisted by using the Maze tool to find out the test results on the online registration menu, the results are above average where the Maze Usability Score gets a value of 96 with a direct success value of 100% on all tasks and gets very good feedback from users for the overall appearance of the website design. So it can be concluded that the design of the Dharma Husada Hospital Website is very feasible.*

**Keyword:** *Website, Hospital, Design Thinking, Usability Testing, Maze, User Interface, User Experience.*