

Designing the User Interface / User Experience (UI/UX) of the Mobile DKT

Application Using the User Centered Design (UCD) Method

at Baladhika Husada Hospital (DKT) Jember.

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ABSTRACT

The advancement of digital technology has encouraged hospitals to provide mobile-based services in order to improve the quality and efficiency of healthcare delivery. However, based on a preliminary study of the Mobile DKT Jember application, several issues were identified regarding its user interface (UI) and user experience (UX), such as a confusing layout, the absence of a “forgot password” feature, and inconsistencies in the registration and login processes. This study aims to redesign the UI/UX of the Mobile DKT Jember application using the User Centered Design (UCD) approach to better meet user needs and preferences. The research employed a mixed-method approach and was conducted at Baladhika Husada Hospital Jember. The study involved 98 user respondents selected using simple random sampling. The UCD stages included user identification, context analysis, user requirements specification, design solution development, and evaluation using the System Usability Scale (SUS) method. Initial testing showed that the application had a SUS score of 34.79. After redesigning and testing the prototype, the SUS score improved to 89.17, indicating good and acceptable usability. Meanwhile, the UEQ test results for all aspects were in the “Excellent” category. The researcher's suggestion is that hospitals should implement UCD-based interface design comprehensively so that the application is more accessible to all age groups and user backgrounds.

Keywords: *User Interface, User Experience, User Centered Design, System Usability Scale.*