Firman Noor Hasan

Draft Jurnal Riska_Terbaruu(Instek)

INSTEK, 2026 - Sari, Malik, Hasan

Document Details

Submission ID
trn:oid:::3618:144715624

Submission Date
Jul 2, 2026, 9:36 AM GMT+7

Download Date
Jul 2, 2026, 9:39 AM GMT+7

File Name
Draft Jurnal Riska_Terbaruu(Instek).docx

File Size
10.9 MB

12 Pages

3,895 Words

20,726 Characters

8% Overall Similarity

The combined total of all matches, including overlapping sources, for each database.

Filtered from the Report

- Bibliography

Match Groups

32 Not Cited or Quoted 8%
Matches with neither in-text citation nor quotation marks

1 Missing Quotations 0%
Matches that are still very similar to source material

0 Missing Citation 0%
Matches that have quotation marks, but no in-text citation

0 Cited and Quoted 0%
Matches with in-text citation present, but no quotation marks

Top Sources

6% Internet sources
4% Publications
3% Submitted works (Student Papers)

Integrity Flags

0 Integrity Flags for Review

Our system's algorithms look deeply at a document for any inconsistencies that would set it apart from a normal submission. If we notice something strange, we flag it for you to review.

A Flag is not necessarily an indicator of a problem. However, we'd recommend you focus your attention there for further review.

Match Groups

- **32** Not Cited or Quoted 8%
  Matches with neither in-text citation nor quotation marks
- **1** Missing Quotations 0%
  Matches that are still very similar to source material
- **0** Missing Citation 0%
  Matches that have quotation marks, but no in-text citation
- **0** Cited and Quoted 0%
  Matches with in-text citation present, but no quotation marks

Top Sources

6% Internet sources
4% Publications
3% Submitted works (Student Papers)

Top Sources

The sources with the highest number of matches within the submission. Overlapping sources will not be displayed.

1	Internet	
ejournal.gunadarma.ac.id		<1%
2	Student papers	
University of Central England in Birmingham on 2024-09-01		<1%
3	Publication	
Hanif Al - Farizi Muhammad, Nuril Kusumawardani Soeprapto Putri. "Enhancing t...		<1%
4	Internet	
ejournal.undiksha.ac.id		<1%
5	Internet	
ejournal.raharja.ac.id		<1%
6	Internet	
www.svigloballtd.com		<1%
7	Internet	
ejurnal.seminar-id.com		<1%
8	Publication	
Dandy Cahyo Purnomo, Ahmad Hasib Satiri, Eka Aprilia Saputri, Luluk Khatimah...		<1%
9	Internet	
eprints.whiterose.ac.uk		<1%
10	Student papers	
Thesis 2026 on 2026-06-05		<1%

11	Publication	"Marketing and Smart Technologies", Springer Science and Business Media LLC, 2... <1%
12	Publication	Luthfi Aulia Sulaiman, Harry Budi Santoso, R. Yugo Kartono Isal. "Interaction Desi... <1%
13	Internet	www.academia.edu <1%
14	Publication	Fazar Arya Suwandi, Hanif Fakhrurroja, Dita Pramesti. "Transforming Chili Agricul... <1%
15	Internet	journal.iaincurup.ac.id <1%
16	Internet	journal.usti.ac.id <1%
17	Internet	jurnal.polibatam.ac.id <1%
18	Internet	jurnal.politap.ac.id <1%
19	Internet	www.ioinformatic.org <1%
20	Internet	www.polgan.ac.id <1%
21	Publication	Chatarina Setya Widyastuti, Lucia Kris Dinarti, Khudazi Aulawi, Lutfan Lazuardi. "... <1%
22	Publication	Mohammad Hikmal Naki, Deny Wiria Nugraha. "Usability Evaluation of the Sangu... <1%
23	Student papers	Sultan Agung Islamic University on 2024-12-05 <1%

Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

Redevelopment of the Alfagift application based on design thinking with an initial assessment of the application's usability through the System Usability Scale (SUS)

Riska Amelia Puspita Sari[1], Mizan Aldini Malik[2], Firman Noor Hasan[3]*

[1]Informatics Engineering Study Program, University of Muhammadiyah Prof. Dr. Hamka, Indonesia
[2] Sosyal Bil. Öğr. Pr., Anadolu Üniversitesi, Turki
[3]Informatics Engineering Study Program, University of Muhammadiyah Prof. Dr. Hamka, Indonesia
Email: [1]riska7amelia@gmail.com, [2]mizanmalik00@gmail.com, firman.noorhasan@uhamka.ac.id

Mobile Number : 081311406664

Abstract

The growth of e-commerce requires applications to have a high level of usability in order to provide an optimal user experience. Using the Design Thinking method, this study aims to redesign the Alfagift application interface to enable features such as selecting a store, tracking orders, and saving order history. This development process will be evaluated using the Usability Scale (SUS). The study employs a mixed-methods approach that combines quantitative data collection via the SUS questionnaire with qualitative data collection through analysis of user reviews and interviews. According to preliminary testing with 60 participants, usability was still below standard, with an average SUS score of 48.875. Based on these findings, a redesign was carried out through the stages of empathize, define, ideate, prototype, and testing. The results of the prototype evaluation showed an increase in the average SUS score to 75.17, falling into the "Good" category—an increase of 26.29 points compared to the initial design. In addition, 73.3% of respondents preferred the revised design because they considered it to have clearer navigation, more informative tracking features, and a more structured order history. The research results show that the application of Design Thinking was highly successful in improving the usability and user experience of the Alfagift app.

Keywords: *Alfagift , Design Thinking, System Usability Scale, UI/UX, Usability.*.

1. INTRODUCTION

The development of digital technology has accelerated the progress of the sector*e-commerce* in Indonesia. Buying and selling activities that utilize the internet network as a transaction medium are known as *e-commerce* [1]. This growth can be seen from the increasing number of business actors, digital service users, and the projected value of Indonesia's e-commerce market which is estimated to reach USD 75 billion in 2024 with a growth of around 19% [2]. Along with that, internet penetration has also increased from 64.8% (2018) to 77% (2022) and is expected to reach 79.5% by 2024 [3].
This development has also shifted consumer behavior from offline to online shopping. Factors influencing the election *platform e-commerce* includes user assessment of the usability of the system and the ease of use of it, as well as social factors [4]. Today's consumers tend to choose apps that are able to provide a fast, practical, and convenient shopping experience, especially in terms of store selection, order status transparency, and transaction history.

In the midst of the development of the digital era, the use of technology and information contributes significantly to the provision of services that are accurate, precise, organized, responsible, and have a high level of reliability. [5]. Therefore, it is not enough for application development to be oriented only towards meeting functional needs, but also to pay attention to *user experience (UX). User experience* describes the experience that users gain while interacting with a system, which is influenced by the level of ease of use, accessibility, and efficiency in completing tasks using the application. [6].

The quality of an application in the development of digital systems is greatly influenced by the application of aspects *(Human–Computer Interaction/HCI),* Interface design *(User Interface/UI),* and user experience *(User Experience/UX)* and *usability*. HCI or human-computer interaction focuses on how the system is designed to be used easily, effectively, and comfortably by users by paying attention

Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

to ergonomic aspects and the experience of human-computer interaction [7]. In addition, app development also puts *User Interface (UI)* and *User Experience (UX)* as the main aspect. Visual interface design is a key focus *User Interface (UI)* so that users can interact with the application easily and intuitively. On the other hand, *User Experience (UX)* Focusing on the experience gained by users while using the system. The combination of the two is an important factor in creating an effective and satisfying user experience. Good design can provide convenience, convenience, and satisfaction in using apps, while poor design has the potential to cause confusion and reduce the quality of user experience. [8].

Usability describes the extent to which users can use the system effectively, efficiently, and satisfactorily in achieving a particular goal. Evaluation implementation *usability* aims to assess whether the system has met the standards of good interaction so that it can provide an optimal user experience [9]. These aspects are becoming increasingly important in application development *e-commerce*, because the quality of the user experience directly affects the level of satisfaction and success of using the application.

Alfagift as the official application Alfamart provides shopping services *online* that integrates with physical stores as well as customer loyalty programs [10]. However, compared to competitors like Astro, Alfagift still has some weaknesses, especially in the features *tracking* order, store selection, and order status transparency. This is reflected in the app's rating (Alfagift 4.3; Astro 4,9) as well as user reviews complaining about delays and unclear order status.

The main problem identified is the absence of features *tracking real-time*, suboptimal store selection, and order history that has not been separated between active and completed orders. These problems have an impact on the quality of the user experience and cause difficulties in monitoring the transaction process. Level *usability* The application in this study was evaluated using *System Usability Scale (SUS)*[11]. However, to understand the causes of the problem more deeply, an approach is used *Design Thinking* that focuses on the empathy stage to solution testing [12]. The combination of these two methods is expected to result in a redesign of the UI/UX of the Alfagift application, especially in the order tracking features, store selection, and order history.

The research was conducted online by involving Alfagift users in Indonesia through the distribution of questionnaires *online*. Previous research on the Alfagift application has identified several usability problems, but the discussion still focuses on evaluating the application in general and has not examined the user experience on the features *tracking* orders, store selection, and order history in more depth [10]. Therefore, this study focuses on redesigning the three features using the *Design Thinking* supported by evaluation results *System Usability Scale* (SUS), so that it is expected to be able to produce more specific design recommendations according to user needs.

2. RESEARCH METHODS

The series of studies began with a quantitative evaluation of the level of *usability* Alfagift app using *System Usability Scale* (SUS). Furthermore, the findings of this stage are deepened through a qualitative approach to understand user needs and formulate solutions *redesign* by stages *Design Thinking*. The combination of these two approaches forms the *mixed method* used in this study. The use of SUS allows researchers to obtain data based on direct user experience resulting in an objective picture of the level of usability of the application [13].

Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

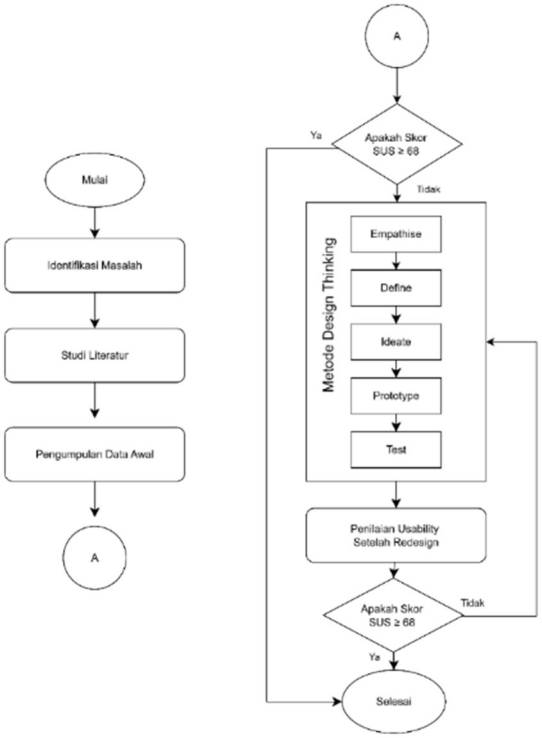


Image 1. Research flow

2. 1 Problem Identification

The research process began through problem identification activities based on the results of application feature analysis and user reviews on the App Store.

2. 2 Literature Studies

The preparation of the theoretical foundation begins with a search of journals, books, and previous research that are related to the research topic. The results of the study are used as a reference in understanding the concept *usability*, application *System Usability Scale* (SUS), as well as the *Design Thinking* as a solution development approach.

2. 3 Initial Data Collection

Initial data collection was carried out through the distribution of questionnaires *System Usability Scale (SUS)* Google Form based to obtain information about the level *usability* Alfagift application.In addition, researchers also carried out the *empathize* by collecting and analyzing user reviews and comments on the App Store. Data *Review* and application ratings are used as supporting data to strengthen the results obtained from the questionnaire distribution. The selection of respondents was carried out using inclusion criteria to ensure the suitability of characteristics with the needs of the research, namely:

1. Be between 18 and 34 years old.
2. Have been using the Alfagift application for at least 1 month.

At this stage, data was obtained in the form of SUS scores, respondents' responses regarding the application user experience, and various complaints and user inputs that became the basis for identifying usability problems in the Alfagift application.

2. 4 SUS Score Evaluation

This stage is done to calculate and evaluate the score *System Usability Scale* (SUS) to find out the usability level of the Alfagift application. If the SUS score ≥ 68, the application is considered to have good usability so that the research can be completed. However, if the SUS score < 68, the study proceeds to the *redesign* Using the *Design Thinking*. A value of 68 is used as the standard usability limit, where the Score YOUR SUS that exceeds 68 indicates that the system has a *usability* which is good, while a score below 68 indicates that the system still needs improvement. [14].

2. 5 Design Thinking Method

If the evaluation results show that the SUS score is below 68, the research will be continued using the Design Thinking method. In this study, *Design Thinking* chosen as an approach to develop solutions

Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

based on user needs. This approach puts the user as the main focus during the design process so that the resulting solution is more suited to the problem at hand. Process *Design Thinking* carried out through five stages, namely *empathize, define, ideate, prototype, dan test*[15].

2.5.1. *Empathize*

Stages *empathize* aims to understand the experience, needs, and problems faced by users. Information is collected through an online questionnaire as well as an analysis of Alfagift app reviews and ratings on the App Store. The results of this stage are used as a basis for identifying problems to be solved in the next stage [16].

2.5.2. *Define*

define carried out by analyzing the data obtained at the *empathize* to identify and formulate the main problems experienced by Alfagift application users. At this stage, the information that has been collected is filtered and grouped according to its level of importance so that the priority of the problem that needs to be fixed is obtained. The result of this stage is in the form of a problem formulation that becomes the basis for the development of solutions at the next stage [17].

2.5.3. *Ideate*

At the stage *ideate*, the process is focused on developing solution ideas to overcome the problems that have been formulated at the stage *define*. At this stage, the researcher develops various improvement ideas that will be used as the basis for prototyping [18].

2.5.4. *Prototype*

prototype This is done by designing the application interface using Figma based on a predefined solution. The result of this stage is a prototype that is ready to be tested by the user [19].

2.5.5. *Testing*

Stages *testing* This was done by testing the prototype to the respondents using an online questionnaire. At this stage, users provide assessments and input on the prototype that has been made. The test results are used to evaluate and ensure the resulting design meets the needs of the user [20].

2. 6 Usability Evaluation After Redesign

At this stage, the prototype results *redesign* was retested using a SUS questionnaire to measure the increase in usability. If the SUS score ≥ 68, then *redesign* declared successful. However, if the SUS score < 68, the process *Design Thinking* can be repeated to refine the design.

3. RESULTS AND DISCUSSION

3. 1 Data Collection

Initial testing was carried out to measure the level of usability of the Alfagift application before the redesign process was carried out. The measurement used the System Usability Scale (SUS) method by involving 60 respondents who met the research criteria.

Table 1 Respondent data before the redesign

Resp	Total Score	SUS score (Total score × 2.5)
1	31	77,5
2	39	97,5
3	28	70
4	23	57,5
5	25	62,5
6	32	80
7	25	62,5
8	35	87,5
9	30	75
10	30	75
11	16	40
12	34	85
13	34	85
14	18	45
15	37	92,5
16	22	55

Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

Resp	Total Score	SUS score (Total score × 2.5)
17	7	17,5
18	8	20
19	3	7,5
20	11	27,5
21	26	65
22	30	75
23	6	15
24	9	22,5
25	5	12,5
26	6	15
27	6	15
28	10	25
29	5	12,5
30	4	10
31	23	57,5
32	6	15
33	35	87,5
34	35	87,5
35	27	67,5
36	32	80
37	4	10
38	22	55
39	3	7,5
40	8	20
41	34	85
42	7	17,5
43	7	17,5
44	2	5
45	7	17,5
46	4	10
47	19	47,5
48	21	52,5
49	29	72,5
50	24	60
51	37	92,5
52	31	77,5
53	6	15
54	6	15
55	4	10
56	34	85
57	28	70
58	21	52,5
59	29	72,5
60	33	82,5
	Total	2932,5

$$\bar{x} = \frac{\Sigma x}{n} \qquad (1)$$

$$\bar{x} = \frac{2932,5}{60} = 48,875$$

The average SUS score obtained was 48.875, which is below the usability standard of 68. These results show that the Alfagift application still needs improvements in terms of usability.

Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

3.2 Design Thinking *Method*

3.2.1 *Empathize*

Stages *empathize* used to explore the user experience of the Alfagift application so that the needs and problems faced can be identified in more depth. The process is carried out through *online listening* by analyzing user reviews, *in-depth interview*, as well as the distribution of the SUS questionnaire to 60 respondents aged 18–34 years who have used the application at least in the last three months. The results of this stage show several main obstacles, such as mismatches in delivery estimates, limited store selection, lack of information on the tracking feature, and a less intuitive interface.

3.2.2 *Define*

Based on the results of the analysis, several main problems were found in the Alfagift application, namely inconsistencies in delivery estimates, lack of user control in store selection, *tracking* that is less informative, as well as the order history that is not well structured. In addition, the application interface is also considered less intuitive. Overall, the problem is related to *usability*, lack of system transparency, and low user control that impacts user experience and satisfaction.

3.2.3 *Ideate*

At the stage *ideate*, the researcher formulated a solution based on the results of the previous stage to improve the user experience, especially on the *tracking*, store selection, and order history. The resulting solutions include the development of *tracking* more informative and *real-time*, the addition of a manual store selection feature, as well as a redesign of the order history display with a separation between pending and completed orders. These ideas are then prioritized and used as the basis for designing prototypes in the next stage.

3.2.4 *Prototype*

After the alternative solution is determined, the preparation is carried out *prototype* as an early representation of the Alfagift app interface design. *Prototype* It describes navigation patterns, interaction flows, and presentation of features based on user needs, so that they can be used to obtain feedback before implementation is carried out. The design process is carried out through two stages, namely *low-fidelity prototype* and *high-fidelity prototype.*

1. *Low-Fidelity Prototype*

Low-fidelity prototypes are wireframes that focus on user flow, navigation structure, and element placement without visual detail.

a. Homepage

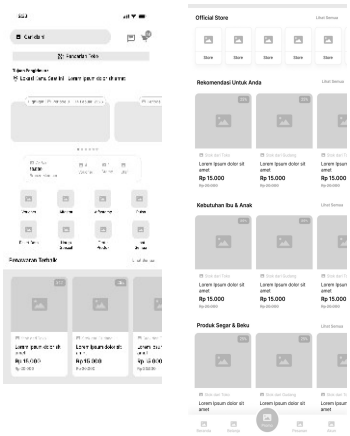


Image 2. Homepage

turnitin Page 11 of 16 - Integrity Submission Submission ID trn:oid:::3618:144715624
Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

b. Nearby Store Selection

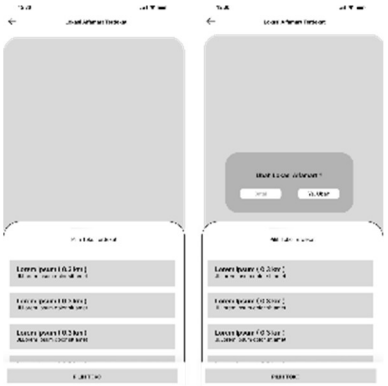


Image 3 Selection of nearby stores

c. Order Tracking





Image 4 Order tracking

d. Booking History





Image 5 Booking history

1. *High-fidelity prototype*

The *high-fidelity prototype stage* is focused on refining the interface design through the application of more complete visual elements, including colors, icons, and typography, so that the design has a realistic look and is closer to the final product.

turnitin Page 11 of 16 - Integrity Submission Submission ID trn:oid:::3618:144715624

Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

a. Homepage

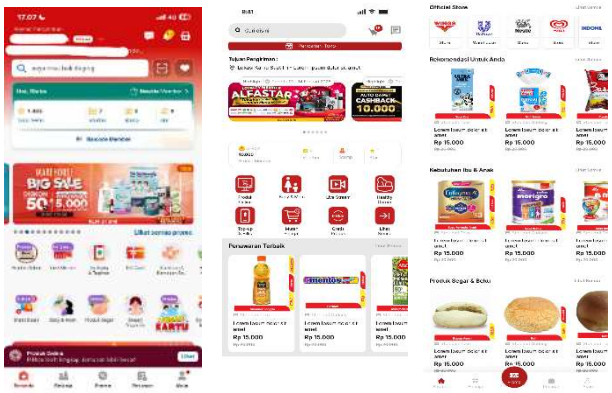


Image 6 Homepage before and after *redesign*

b. Nearby Store Selection

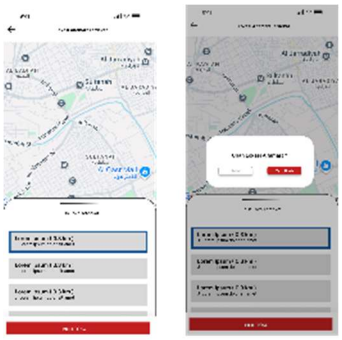


Image 7 After-store selection *Redesign*

c. *Order Tracking*

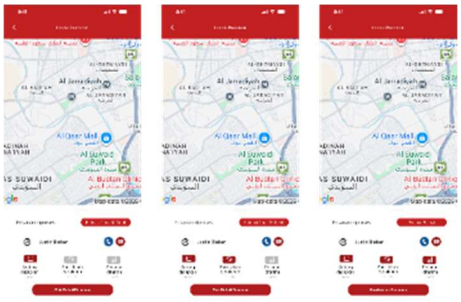


Image 8 *Tracking* Order after *Redesign*

Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

d. Booking History

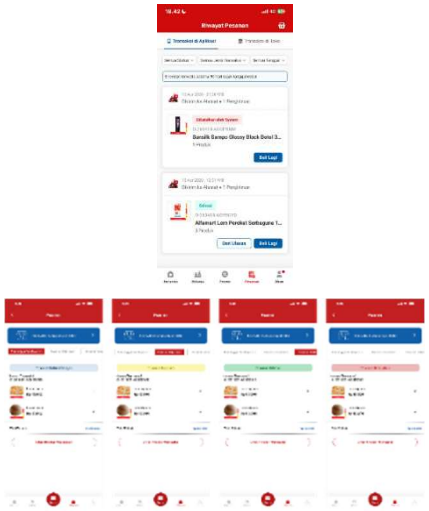


Image 9 Before and after order history *Redesign*

3.2.5 *Testing*

The evaluation of the results of *the Alfagift application redesign was carried out at the* testing stage *using* the System Usability Scale (SUS) instrument. The data collection process was carried out through the distribution of questionnaires to 60 respondents who met the same research criteria as the previous test, but only 30 respondents refilled the questionnaire until the data collection deadline. Therefore, the analysis was conducted based on 30 respondents who participated in the retest.

Table 2 Respondent data after *Redesign*

Resp	Total Score	SUS score (Total score × 2.5)
1	36	90
2	30	75
3	32	80
4	32	80
5	30	75
6	21	52,5
7	20	50
8	34	85
9	31	77,5
10	33	82,5
11	33	82,5
12	36	90
13	36	90
14	33	82,5
15	33	82,5
16	24	60
17	20	50
18	21	52,5
19	20	50
20	33	82,5
21	36	90
22	30	75
23	20	50
24	29	72,5
25	40	100
26	39	97,5
27	30	75

turnitin Page 14 of 16 - Integrity Submission Submission ID trn:oid:::3618:144715624
Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

Resp	Total Score	SUS score (Total score × 2.5)
28	21	52,5
29	39	97,5
30	30	75
	TOTAL	2255,00

$$\bar{x} = \frac{\sum x}{n}$$

$$\bar{x} = \frac{2255,00}{30} = 75,16666667$$

The test results showed an increase in the SUS score from 48.875 to 75.1667 in the *Good* category. This shows that *the redesign* has succeeded in improving the usability of the Alfagift application, especially in terms of ease of use, feature effectiveness, and user convenience.

3.3SUS Comparative Evaluation Results

The increase in SUS score shows that the improvement in interface design has a positive impact on the usability of the Alfagift application. The SUS score increased by 26.29 points compared to the initial condition, indicating an improvement in the aspects of ease of use, efficiency, and clarity of navigation.

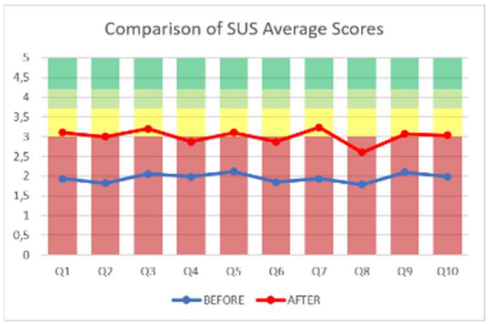


Image 10 Comparison chart of evaluation results

Based on the average SUS score comparison chart, there was an increase in odd questions and a decrease in even questions. This shows that the system after the redesign is considered easier to use, more consistent, and more convenient by users.

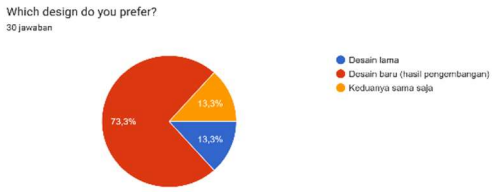


Image 11 User Preferences for Alfagift App Design

In addition, the results of the user preference evaluation showed that 73.3% of respondents chose the new design, while 13.3% chose the old design and both, respectively. The new design is considered more modern, has clearer navigation, more informative tracking features, and a more structured order history.

However, some users still choose the old design due to habituation and familiarity with familiar navigation flows. Based on the results of the evaluation, it can be concluded that the *redesign* process provides an improvement in the *usability* and quality of user experience on the Alfagift application.

4. CONCLUSION

The results of the System Usability Scale (SUS) measurement on the Alfagift application before the redesign obtained an average score of 48,875 which indicates a poor category. The results of the

Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

analysis showed that users experienced problems with order status information, store selection, as well as unclear tracking features and order history.

The application of Design Thinking results in a redesign of the main features according to the needs of the user. The results of the SUS evaluation after the redesign increased to 75.17 in the good category, which shows an increase in usability and user experience.

5. BIBLIOGRAPHY

[1] Y. E. Rachmad, "Social Media Marketing Mediated Changes In Consumer Behavior From E-Commerce To Social Commerce," *Int. J. Econ. Manag. Res.*, vol. 1, no. 3, pp. 227–242, 2022, doi: https://doi.org/10.55606/ijemr.v1i3.152.

[2] Payments and Commerce Market Intelligence, "Indonesia's e-commerce market: Trends & growth 2024-2027."

[3] APJII, "APJII Number of Indonesian Internet Users Reaches 221 Million People," February 07. [Online]. Available: https://apjii.or.id/berita/d/apjii-jumlah-pengguna-internet-indonesia-tembus-221-juta-orang

[4] A. O. Oloveze, C. Ogbonna, E. Ahaiwe, and P. A. Ugwu, "From offline shopping to online shopping in Nigeria: evidence from African emerging economy," *IIM Ranchi J. Manag. Stud.*, vol. 1, no. 1, pp. 55–68, 2022, doi: 10.1108/irjms-08-2021-0110.

[5] R. Pavita and F. N. Hasan, "Evaluation of the use of getcontact application as fraud mode protection using the user experience questionnaire method," vol. 9, no. 4, pp. 2054–2063, 2024, doi: https://doi.org/10.29100/jipi.v9i4.5544.

[6] K. H. Az zahra and F. N. Hasan, "User experience evaluation in gta v roleplay server indopride using the enhanced cognitive walkthrough method," vol. 9, no. 4, pp. 2292–2302, 2024, doi: https://doi.org/10.29100/jipi.v4i1.781.

[7] D. Setiawan, *Human Computer Interaction 5.0*. 2022.

[8] A. Hajizah, "The Application of User Experience in Financial Information System Modeling," *J. Inf. Technol. Softw. Eng. Comput. Sci.*, vol. 2, pp. 1–11, 2024, doi: https://doi.org/10.58602/itsecs.v2i1.88.

[9] A. Kusumaningtyas and Prihandoko, "Evaluation of Health Services Application Depok Single Window Evaluation of Depok Single Window Mobile Health Application Using System Usability Scale And Heuristic Evaluation Methods," *J. Techno. Inf. and Computing Science.*, vol. 11, no. 1, pp. 167–174, 2024, doi: 10.25126/jtiik.20241117714.

[10] S. G. Kaunang, V. Tulenan, and D. F. Sengkey, "Application Using Design Thinking Method," *J. Tek. Electrical and Computer.*, vol. 19, no. 4, pp. 329–340, 2024.

[11] I. G. N. D. Paramartha, I. putu W. Prasetia, and K. K. Wardana, "Usability Testing on the Undiknas Mobile Application Using the System Usability Scale Method," *METIK J.*, vol. 8, no. 1, 2024, doi: 10.47002/metik.v8i1.735.

[12] F. Zamakhsyari and A. Fatwanto, "A Systematic Literature Review of the Design Thinking Approach for User Interface Design," *JOIV Int. J. Inform. Vis.*, vol. 7, no. 4, pp. 2313–2320, 2023, doi: https://doi.org/10.30630/joiv.7.4.1615.

[13] S. N. Kholifah, N. Heryana, and H. B. Nugraha, "Usability Analysis in the Himfo Application Using the System Usability Scale (SUS) Method (Case Study of the Unsika Informatics Engineering Student Association)," *JATI (Journal of Mhs. Tek. Inform.*, vol. 7, no. 2, pp. 1416–1422, 2023, doi: https://doi.org/10.36040/jati.v7i2.6781.

[14] M. F. Akbar and I. F. Hanif, "Redesigning the User Interface and User Experience of Fello Application Using Design Thinking Method and System Usability Scale," *J. Educator. and Technology. Indonesian.*, vol. 5, no. 6, pp. 1619–1633, 2025, doi: https://doi.org/10.52436/1.jpti.842.

[15] L. H. Hen and M. Al-Husaini, "Design of UI / UX Mobile Application for Stunting Prevention in Children in Indonesia Using the Design Thinking Method," *METHOMIKA J. Manaj. Inform. Computerized Accountant.*, vol. 8, no. 2, pp. 187–198, 2024, doi:

Vol. 10, No. 1, April 2025, Page. 1-250
https://journal.uin-alauddin.ac.id/index.php/instek
p-ISSN: 2541-1179
e-ISSN: 2581-1711
JURNAL INSTEK
INFORMATIKA SAINS DAN TEKNOLOGI

https://doi.org/10.46880/jmika.Vol8No2.pp187-198.

[16] D. Ayu, S. Putri, and A. Nugroho, "Implementation of Design Thinking Method in UI/UX Website Design Bellina Studio," vol. 14, no. 4, pp. 2540–9719, 2025, doi: DOI: https://doi.org/10.32520/stmsi.v14i4.5265.

[17] M. N. Hadianto, R. Z. Ramadhan, F. A. Saputra, A. P. A. Masa, M. L. Jundillah, and M. R. Ibrahim, "Redesigning the BCA Mobile Application Using the Design Thinking Approach and System Usability Scale," *Kreat. Technology. and Sist. Inf.*, vol. 3, no. 1, pp. 1–8, 2025, doi: https://doi.org/10.30872/kretisi.v3i1.2099.

[18] T. A. A. Athoillah, S. Siswanti, and E. Zaenuddin, "Ui/UX E-Learning Design on the Website of Library Pt. Tiga Serangkai Surakarta with Design Thinking Method," *urnal Ilm. Inform. Computer. Vol.*, vol. 29, pp. 327–341, 2024, doi: https://doi.org/10.35760/ik.2024.v29i3.13174.

[19] Ardi Mandani and A. M. Bakti, "UI/UX Design Of Sales Mobile Application On Up Store Using Figma," *JSAI (Journal Sci. Appl. Informatics)*, vol. 9, no. 1, pp. 46–53, 2023, doi: 10.36085/jsai.v6i3.5717.

[20] D. Karlina and D. R. Indah, "User Interface and User Experience Design of E-Learning Information System Using Design Thinking," *J. Tek. Inform. and Sist. Inf.*, vol. 8, no. 3, pp. 580–596, 2022, doi: 10.28932/jutisi.v8i3.5412.