

ABSTRACT

USER EXPERIENCE DESIGN IN APPLICATION E-CONSULTATION ABOUT GENERAL LEGAL CRIMINALS

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Laws are formed by having a purpose, one of which is to obtain legal certainty. Some factors lack of upholding the law in Indonesia is the lack of legal awareness from the public. Several efforts and hard work in upholding the law in Indonesia were carried out and one of them was by socializing about the laws in Indonesia in the form of an electronic consultation application on criminal law in Indonesia. Although there are already several applications that offer this, there has not been much impact on the lack of public awareness of the law in Indonesia, because the applications offered are still lacking, which is paying attention to how users use the application or called UX (User Experience). The design of an electronic consulting application using the UX approach will use the UCD (User Centered Design) method. Then testing is done by usability evaluation. From the results of testing of 3 alternative designs using usability testing using scenarios, alternative design 3 is the best design because it has the lowest severity of the problem.

Keyword: *User Experience, User Centered Design, Usability Evaluation, user, Electronic Consultation, Law.*