

ABSTRACT

This study describes the results and analyzes the Tekos application design process using the design thinking approach. This process includes empathize, definition, ideation, prototyping and testing steps. During the Empathy stage, issues are collected through questionnaires and interviews, which are then used to create an empathy map. Then, a prototype is created to implement these ideas in a visual and interactive form. After making the prototype, a usability test is carried out to get a user interface and user experience that is user-friendly and easily understood by users referring to the SKPL document. The test results show that the user interface and user experience of Tekos received positive responses from users. The assessment method applied in Tekos is using the System Usability Scale (SUS) and the Think Aloud Test which provides comprehensive information about user satisfaction and performance when interacting with the applications used. The results of the second cycle review confirmed that the design in the second cycle of testing that had been carried out on the Tekos application succeeded in improving the user experience and creating products that received positive responses from users.

Keywords: Tekos, Design Thinking, Think Aloud Test, System Usability Scale.