

## DAFTAR ISI

ABSTRAK .....	ii
<i>ABSTRACT</i> .....	iii
LEMBAR PENGESAHAN .....	iv
LEMBAR PERNYATAAN ORISINALITAS .....	v
Kata Pengantar .....	i
Daftar Isi.....	ii
Daftar Gambar.....	vii
Daftar Tabel .....	ix
Daftar Lampiran .....	xi
Daftar Istilah.....	xiii
Bab I PENDAHULUAN.....	14
I.1 Latar Belakang .....	14
I.2 Perumusan Masalah.....	16
I.3 Tujuan Penelitian.....	16
I.4 Batasan Penelitian .....	17
I.5 Manfaat Penelitian.....	17
Bab II TINJAUAN PUSTAKA.....	18
II.1 Difabel Netra .....	18
II.2 <i>Assistive Technology</i> untuk difabel netra .....	19
II.3 <i>Usability Testing</i> .....	21
II.4 <i>User Interface (UI)</i> .....	22
II.5 <i>User Experience (UX)</i> .....	23
II.6 <i>Web Content Accessibility Guideline 2.0</i> .....	24
II.7 Aplikasi berbasis Android .....	25
II.8 Figma.....	25

II.9	<i>System Usability Scale (SUS)</i> .....	26
II.10	<i>Single Ease Question (SEQ)</i> .....	27
II.11	<i>Net Promoter Score (NPS)</i> .....	28
II.12	<i>Design Thinking</i> .....	29
II.13	<i>Human centered design (HCD)</i> .....	32
II.14	<i>User Centered Design (UCD)</i> .....	33
II.15	Penelitian Terdahulu .....	35
II.16	Alasan Pemilihan Metode .....	37
Bab III	Metodologi Penelitian.....	38
III.1	Model Konseptual .....	38
III.2	Sistematika Penyelesaian Masalah .....	39
III.2.1	Pendahuluan .....	39
III.2.2	<i>Design Thinking</i> .....	40
III.2.2.1	<i>Empathize</i> .....	40
III.2.2.2	<i>Define</i> .....	40
III.2.2.3	<i>Ideate</i> .....	41
III.2.2.4	<i>Prototype</i> .....	41
III.2.2.5	<i>Testing</i> .....	42
III.2.3	Penutup.....	42
III.3	Pengumpulan Data .....	42
III.4	Pengolahan Data atau Proses Pengembangan Produk / Artifak .....	42
III.5	Metode Evaluasi .....	43
Bab IV	Analisis dan Perancangan .....	44
IV.1	<i>Empathize</i> .....	44
IV.1.1	<i>User Survey</i> .....	44
IV.1.2	<i>User Interview</i> .....	44

IV.1.3	<i>User Empathy Map</i> .....	51
IV.1.3.1	<i>User Empathy Map Difabel Netra Totally Blind</i> .....	52
IV.1.3.2	<i>User Empathy Map Difabel Netra Low Vision</i> .....	53
IV.2	<i>Define</i> .....	54
IV.2.1	<i>User Persona</i> .....	54
IV.2.1.1	<i>User Persona Difabel Netra Totally Blind</i> .....	54
IV.2.1.2	<i>User Persona Difabel Netra Low Vision</i> .....	56
IV.2.2	<i>Customer Journey Map</i> .....	57
IV.2.2.1	<i>Customer Journey Map Difabel Netra Totally Blind</i> .....	57
IV.2.2.2	<i>Customer Journey Map Difabel Netra Low Vision</i> .....	58
IV.2.3	<i>Problem Statement</i> .....	59
IV.3	<i>Ideate</i> .....	61
IV.3.1	<i>Brainstorming</i> .....	61
IV.3.2	<i>Impact Effort Matrix</i> .....	62
IV.3.3	<i>Information Architecture</i> .....	64
IV.3.4	<i>User Task Flow</i> .....	66
IV.4	<i>Prototype</i> .....	68
IV.4.1	<i>Panduan WCAG 2.0 Mobile Accessibility</i> .....	68
IV.4.2	<i>Low-Fidelity (Wireframe)</i> .....	70
IV.4.3	<i>UI Style Guide</i> .....	79
IV.4.3.1	<i>Logo</i> .....	79
IV.4.3.2	<i>Tipografi</i> .....	79
IV.4.3.3	<i>Warna</i> .....	80
IV.4.3.4	<i>Icon, Buttons dan Cards</i> .....	82
IV.4.4	<i>High Fidelity</i> .....	83
Bab V	<i>Implementasi dan Pengujian</i> .....	91

V.1	<i>Usability Testing</i> .....	91
V.2	Iterasi Pertama .....	91
V.2.1	Skenario <i>Usability Testing</i> Iterasi Pertama .....	91
V.2.2	<i>Usability Testing Finding and Recommendation</i> Iterasi Pertama. ....	93
V.2.3	Hasil Pengukuran <i>Usability Testing</i> Iterasi Pertama.....	95
V.2.3.1	Pengukuran <i>System Usability Scale (SUS)</i> .....	95
V.2.3.2	Pengukuran <i>Single Ease Question (SEQ)</i> .....	97
V.2.3.3	Pengukuran <i>Net Promoter Score (NPS)</i> .....	98
V.2.4	Hasil Evaluasi Desain Iterasi Pertama .....	99
V.3	Iterasi Kedua.....	106
V.3.1	Skenario <i>Usability Testing</i> Iterasi kedua .....	106
V.3.2	<i>Usability Testing Finding and Rekommdation</i> .....	107
V.3.3	Hasil Pengukuran <i>Usability Testing</i> Iterasi Kedua .....	108
V.3.3.1	Pengukuran <i>System Usability Scale (SUS)</i> .....	108
V.3.3.2	Pengukuran <i>Single Ease Question (SEQ)</i> .....	110
V.3.3.3	Pengukuran <i>Net Promoter Score (NPS)</i> .....	110
V.3.4	Hasil Evaluasi Desain Iterasi Kedua .....	111
V.4	Implementasi .....	112
V.4.1	Halaman <i>Login</i> .....	113
V.4.2	Halaman Registrasi .....	114
V.4.3	Halaman Beranda .....	115
V.4.4	Halaman Mulai Survey .....	117
V.4.5	Halaman Survey VIAT-Q .....	118
V.4.6	Halaman Hasil skor VIAT-Q .....	119
V.4.7	Halaman Survey <i>NPS</i> .....	120
V.4.8	Halaman Hasil Skor <i>NPS</i> .....	121

Bab VI	Kesimpulan dan Saran .....	122
VI.1	Kesimpulan.....	122
VI.2	Saran.....	123
Daftar Pustaka .....		124
LAMPIRAN.....		128