

ABSTRACT

People tend to have legal (civil) needs in the form of written legality relating to family, asset ownership and work. People experience problems transacting through a notary or PPAT, such as making legal documents that take time without clarity on the progress. This research focuses on designing civil law service applications to facilitate legal clients in consulting and making legal documents. This study aims to develop an application at a startup based on user needs in conducting legal transactions, then evaluate the application design using qualitative and quantitative usability testing methodologies. This research implements the design thinking method in 3 iterations and scrum in 8 sprints. Data collection methods focused on the people of Bandung Raya by distributing questionnaires and direct interviews. The results show that users feel the ease of the features developed by the feedback received and obtained 82 on maze usability testing. All application features have been tested on potential users and evaluated by experts, namely notaries and PPAT. Combining design thinking and scrum methods results in an application design that fits the needs of potential users and can estimate turnaround time and transparency of progress among scrum team members in prioritizing features to achieve MVP quickly.

Keywords: *legal services, design thinking, scrum, startup, application design*