

## DAFTAR PUSTAKA

- [1] Afrizal, "Permasalahan Yang Dialami Lansia Dalam Menyesuaikan Diri Terhadap Penguasaan Tugas-Tugas Perkembangannya", *ISLAM COUNSELING: Jurnal Bimbingan dan Konseling Islam*, vol. 2, no. 2, pp.95-96, 2018.
- [2] A. I. A. M. S. Wahidah Husain, "User Interface Design for Elderly Mobile Assistive Systems", *ISICO*, Penang, Malaysia, 2015.
- [3] S. Widya. (2018). Analisis Kualitas Layanan Dengan Menggunakan *E-service Quality* Untuk Mengetahui Kepuasan Pelanggan Belanja Online Shopee (Studi Kasus : Pelanggan Shopee Di Kota Bandung 2017). Bandung. Telkom University.
- [4] A. F. A. S. Myneni, "Engagement and Design Barriers of mHealth Applications for Older Adults," in *Technology, Mind, and Society (TechMindSociety '18)*, New York, USA, 2018
- [5] Saha, D., Mandal, A. (2015). *User Interface Design Issues for Easy and Efficient Human Computer Interaction: An Explanatory Approach*. *International Journal of Computer Sciences and Engineering*, 127-135.
- [6] Republik Indonesia, "Undang- Undang Republik Indonesia," in *Undang-Undang Republik Indonesia Nomor 13 Tahun 1998 Tentang Kesejahteraan Lanjut Usia*, Indonesia, p.3.
- [7] D. Pandji, Menembus Dunia Lansia, Jakarta: Gramedia, 2012.
- [8] I. Design, "interactiondesign.org," Interaction Design Foundation, 2002. [Online]. Available: <https://www.interaction-design.org/literature/topics/ui-design>.
- [9] I. Design, "interactiondesign.org," Interaction Design Foundation, 2002. [Online]. Available: <https://www.interaction-design.org/literature/topics/user-centered-design>

- [10] S. Noh, J. Han, J. Jo and A. Choi, "Virtual Companion Based Mobile User Interface: An Intelligent and Simplified Mobile User Interface for the Elderly Users," in IEEE, Nara, Japan, 2017.
- [11] G. D. B. E. F. C. Frank E.Ritter, Foundations for Designing User-Centered Systems, London: Springer-Verlag, 2014.
- [12] P. Morville, "semanticstudios.com," Semantic Studios, 21 June 2004. [Online]. Available: [http://semanticstudios.com/user\\_experience\\_design/](http://semanticstudios.com/user_experience_design/).
- [13] B. Bailey, "FirstClick Usability Testing," Webusability, 10 August 2013. [Online]. Available: <http://webusability.com/firstclick-usability-testing/>.
- [14] M. M. Dr. J.R. Raco, Metode Penelitian Kualitatif; Jenis, Karakteristik dan Keunggulannya, Jakarta: PT Grasindo, 2010.
- [15] J. Diaz-Bossini and L. Moreno, "Accessibility to mobile interfaces for older people," *Procedia Computer Science*, vol. 27, pp. 57–66, 2014.
- [16] J. Salminen, B. J. Jansen, J. An, H. Kwak, and S. Jung, "Are personas done? Evaluating their usefulness in the age of digital analytics," *Persona Studies*, vol. 4, no. 2, pp. 47–65, Nov. 2018, doi: 10.21153/psj2018vol4no2art737.
- [17] M. Almaliki, C. Ncube, and R. Ali, "Adaptive software-based Feedback Acquisition: A Persona-based design," in 2015 IEEE 9th International Conference on Research Challenges in Information Science (RCIS), May 2015, pp. 100–111. doi: 10.1109/RCIS.2015.7128868.
- [18] B. Ferreira, W. Silva, S. D. J. Barbosa, and T. Conte, "Technique for representing requirements using personas: a controlled experiment," *IET Software*, vol. 12, no. 3, pp. 280–290, Jun. 2018, doi: 10.1049/iet-sen.2017.0313.
- [19] A. Cooper, R. Reimann, D. Cronin, and C. Noessel, *About Face: The Essentials of Interaction Design* 4th, 4th ed. Wiley, 2014.
- [20] H. Nishimoto, T. Koyanagi, M. Sarata, A. Kinoshita, and M. Okuda, "“Memes’ UX-Design Methodology Based on Cognitive Science Regarding Instrumental

Activities of Daily Living,” 2019, pp. 264–273. doi: 10.1007/978-3-030-22219-2\_20.

- [21] M. Pillan, M. Pavlović, and S. He, “Mental Model Diagrams as a Design Tool for Improving Cross-cultural Dialogue Between the Service Providers and Customers: Case of the Chinese Restaurant Business in Milan,” pp. 78–96, 2018, doi: 10.1007/978-3-319-92141-9\_6.
- [22] I. Young, Mental Models: Aligning Design Strategy with Human Behavior, 1st ed. Rosenfeld Media, 2008.
- [23] K. Fyiaz, S. Tabassum, and A. Hasnain, “Enhancement of User Experience by Hierarchical Task Analysis for Interaction System,” 2018, pp. 427–438. doi: 10.1007/978-3-319-60366-7\_40.
- [24] D. Benyon, Designing Interactive Systems: A comprehensive guide to HCI, UX and interaction design (3rd edition), 3rd ed. Harlow: Pearson Education Limited, 2014.
- [25] M. Promann and T. Zhang, “Applying Hierarchical Task Analysis Method to Discovery Layer Evaluation,” Information Technology and Libraries, vol. 34, no. 1, Mar. 2015, doi: 10.6017/ital.v34i1.5600.
- [26] J. Johnson and A. Henderson, “Conceptual models,” Interactions, vol. 9, no. 1, pp. 25–32, Jan. 2002, doi: 10.1145/503355.503366.
- [27] Sugiyono, Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta, 2018.
- [28] Jacob Nielsen’s Alertbox, Why You Only Need to Test with 5 Users. 7 February 2012. [Online]. Available: <http://www.useit.com/alertbox/20000319.html>
- [29] W. Zahida, V. Effendy and A. Hadikusuma, Improving Messenger Accessibility for Elderly Users using User Centered Design (UCD) Methods. ICSECS-ICOCSIM 2021, 2021.

- [30] B. Saunders et al., “Saturation in qualitative research: exploring its conceptualization and operationalization,” *Qual Quant*, vol. 52, no. 4, pp. 1893–1907, Jul. 2018, doi: 10.1007/s11135-017-0574-8.