Abstract

Pet ownership has become increasingly popular among communities, prompting owners to consider various aspects of care, including environmental cleanliness, feeding, routine vaccination, physical examinations, and treatment during illness. However, veterinary facilities, such as animal clinics, are unevenly distributed, especially in remote rural areas, due to the uneven spread of veterinarians. In addressing this issue, a solution proposed in this study is the accessibility to pet healthcare services through mobile-based applications. In the design of the application, a good user interface is required to serve as a bridge between the application and pet owners. The quality of a good user interface can influence the comfort and interest of users in using the application. This research adopts a user-centered design (UCD) approach, which focuses on user experience and needs by involving users at every stage. Testing on the Purwavet application prototype is conducted using the System Usability Scale (SUS) method. The aim of this research is to produce an optimal user interface design solution, facilitating pet owners to directly consult with veterinarians. The Purwavet application receives a good user interface evaluation, and the results fall into the Acceptable category, indicating that the application is suitable for use.

Keywords: Pets, user interface, user centered design, system usability scale.