

DAFTAR ISI

ABSTRAK	ii
ABSTRACT	iii
LEMBAR PENGESAHAN	iv
LEMBAR PERNYATAAN ORIGINALITAS	v
KATA PENGANTAR	vi
LEMBAR PERSEMBAHAN	vii
Daftar Isi.....	viii
Daftar Gambar.....	xiii
Daftar Tabel	xv
Daftar Lampiran	xvii
Daftar Istilah.....	xix
Bab I Pendahuluan	1
I.1 Latar Belakang	1
I.2 Perumusan Masalah.....	7
I.3 Tujuan Penelitian.....	7
I.4 Batasan Penelitian	7
I.5 Manfaat Penelitian.....	8
I.6 Sistematika Penulisan.....	8
BAB I Pendahuluan	8
BAB II Tinjauan Pustaka.....	9
BAB III Metodologi Penelitian.....	9
BAB IV Analisis dan Perancangan.....	9
BAB V Implementasi dan Pengujian.....	9
BAB VI Kesimpulan dan Saran.....	9

Bab II	Tinjauan Pustaka	10
II.1	Penelitian Terdahulu.....	10
II.2	<i>Mobile Apps</i>	13
II.3	<i>User Interface</i>	13
II.4	<i>User Experience</i>	14
II.5	DISC	14
II.6	<i>Dominance</i>	14
II.6.1	<i>Influence</i>	15
II.6.2	<i>Steadiness</i>	15
II.6.3	<i>Compliance</i>	15
II.7	<i>React Native</i>	15
II.8	<i>React</i>	15
II.9	<i>Java Script</i>	15
II.10	Design Thinking	16
II.10.1	<i>Empathize</i>	17
II.10.2	<i>Define</i>	17
II.10.3	<i>Ideate</i>	17
II.10.4	<i>Prototype</i>	17
II.10.5	<i>Test</i>	18
II.10.6	<i>Implement</i>	18
II.11	Figma	18
II.12	<i>Usability Testing</i>	18
II.13	<i>User Acceptance Testing</i>	19
II.14	<i>Single Ease Question</i>	19
II.15	<i>System Usability Scale</i>	19
II.16	Pemilihan Gaya Desain.....	20

II.16.1	<i>Color Palette</i>	20
II.16.2	<i>Typography</i>	21
II.16.3	<i>Shapes</i>	21
II.17	<i>Gestalt Principle</i>	22
II.18	<i>Use Case Diagram</i>	23
II.19	<i>Activity Diagram</i>	24
II.20	<i>Class Diagram</i>	25
II.21	<i>Sequence Diagram</i>	26
Bab III	Metodologi Penelitian.....	29
III.1	Kerangka Berpikir.....	29
III.1.1	Sistematika Penyelesaian Masalah.....	30
III.1.2	Pengumpulan Data	31
III.1.3	Pengembangan Produk.....	32
III.1	Alasan Pemilihan Metode	33
III.2	Rencana Jadwal Kegiatan	34
Bab IV	ANALISA DAN PERANCANGAN	36
IV.1	Proses Bisnis	36
IV.1.1	Proses Bisnis Eksisting	36
IV.1.2	<i>GAP Analysis</i>	40
IV.1.3	Proses Bisnis Targeting.....	41
IV.2	<i>Empathize</i>	45
IV.3	<i>Define</i>	48
IV.3.1	<i>User Persona</i>	48
IV.3.2	<i>Customer Journey Map</i>	49
IV.4	<i>Ideate</i>	50
IV.4.1	<i>Impact and effort matrix</i>	51

IV.4.2	<i>Use Case Diagram</i>	51
IV.4.3	<i>User Scenario</i>	53
IV.4.4	<i>Activity Diagram</i>	58
IV.4.5	<i>Sequence Diagram</i>	65
IV.4.6	<i>Class Diagram</i>	69
IV.4.7	<i>UI Style Guidline</i>	70
IV.4.8	<i>Low Fidelity</i>	73
Bab V	Implementasi dan pengujian.....	81
V.1	<i>Prototype</i>	81
V.1.1	<i>High Fidelity</i>	81
V.2	<i>Testing</i>	88
V.2.1	<i>Usability Testing</i>	89
V.3	<i>Iterative Design</i>	96
V.3.1	<i>Feedback Grid</i>	96
V.4	Implementasi <i>Front End</i>	98
V.4.1	Hasil Implementasi <i>Register</i>	98
V.4.2	Hasil Implementasi <i>Login</i>	101
V.4.3	Hasil Implementasi <i>Reset Password</i>	102
V.4.4	Hasil Implementasi <i>Home</i>	104
V.4.5	Hasil Impementasi Reservasi <i>Online</i>	108
V.4.6	Hasil Implementasi Riwayat Reservasi.....	110
V.4.7	Hasil Implementasi Notifikasi	112
V.4.8	Hasil Implementasi <i>Feedback</i>	113
V.5	<i>User Acceptance Testing</i>	114
V.6	<i>Sistem Usability Scale (SUS)</i>	116
Bab VI	Kesimpulan dan saran	118

VI.1	Kesimpulan	118
VI.2	Saran	119
	Daftar Pustaka	120
	LAMPIRAN	126