ABSTRACT

Healthcare is one of the essential elements in society that aims to fulfill the health needs of individuals and communities. Telkom University seeks to improve health services on campus through cooperation with TelkoMedika, but still faces several problems that reduce the effectiveness of the service. TelkoMedika's mobile application is currently aimed at the general public and is sub-optimal due to static features and is unable to deliver dynamic and relevant information to patients. In addition, the queuing system at TelkoMedika campus is still done manually, causing inconvenience and long waiting times. Therefore, this study aims to develop a customized mobile application for TelkoMedika campus by considering the personality type of steadiness, which can affect user interaction and experience. Previous research has shown that utilizing Visual Evoked Potential (VEP) data can evaluate an individual's response to interface design, with high accuracy in correlating VEP with personality type, at 93.75 percent. The development of this application uses the Design Thinking method to create a more effective and efficient experience. Usability Testing results with the Single Ease Question method showed a score of 6.56, which reflects the ease of use of the application. Meanwhile, the System Usability Scale results show a score of 88.5, indicating an excellent level of application usability with the EXCELLENT category, so this application is very well received by patients and meets almost all usability criteria very well. This research successfully developed a mobile application that is specialized to meet the characteristics, needs, and expectations of patients with the steadiness personality type, through the application of the Design Thinking method.

*Keywords— **design thinking, mobile application, steadiness personality type, system usability scale, usability testing.***