

ABSTRACT

PT Kereta Cepat Indonesia China (KCIC), as the operator of the Whoosh high-speed train service, has a dedicated unit called Whoosh group reservation responsible for handling group travel bookings. In its operations, the management of Minutes of Agreement (BAK) documents is still carried out manually, such as recording data in spreadsheets and preparing documents using word processing applications. This results in challenges in efficiency, consistency, and data retrieval. This study aims to design a web-based User Interface (UI) and User Experience (UX) to support the digitalization of BAK document management. The design process applies the Design Thinking method consisting of five stages: empathize, define, ideate, prototype, and test. The final result is a high-fidelity prototype based on user needs identified through observation and user persona creation. System testing using the User Acceptance Test (UAT) method achieved a score of 95.95%, categorized as "Very Good" according to the Likert scale, indicating readiness for full implementation..

Keywords: UI/UX, Design Thinking, Whoosh, KCIC, Minutes Of Agreement, User Acceptance Testing