

## **ABSTRACT**

### **USER EXPERIENCE DESIGN IN ELECTRONIC CONSULTATION APPLICATION IN HEALTH FIELD**

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Healthcare is one thing that are very important for human life. To improve health levels, good health literacy is needed. Indonesia itself is still categorized as low in health awareness. Someone with low health literacy will experience more challenges when using or accessing health care system. Therefore, solution is needed to improve health literacy in Indonesia, one of which is the application of healthcare. In Indonesia there are several applications that discuss health for health needs such as electronic consulting applications. Application aims to allow users to consult online without having to visit doctor at his workplace. But still application in health sector is still little used by Indonesians because of one of the factors, namely User Experience (UX) which is still not implemented optimally. In this study UX was used as an approach and User Centered Design as a research method. And in final stage, User Centered Design method evaluates usability testing using scenarios. In this study author tries to implement UX Design in e-consultation applications in health sector but the design stage is only until the design stage of prototyping design. Result of usability testing is that Alternative Design 2 has the lowest level of difficulty

*Keywords: User Experience, User Centered Design, Electronic Consultancy, Usability Testing*