Abstract

MCR PKBI Bandung provides a complaint and counseling service for youth which is by doing complaint and counseling personally with the counselor. But, there are still limitations on the counseling service such as the complaint messages that coming in on the youth counselor's Interface is being pilled up, the counseling messages that coming in on the youth's Interface is also being pilled up, another problems that come are privacy issues and the difficulty of the counselor and the youth to arrange a counseling appointment. Because of that, a media is required to resolve the limitations so that the complaint and counseling of sexual violence activity can go without any problems. Nowadays, an effective communication media between human and computer is called mobile application. One of the most important component that needs to be researched on developing a mobile application prototype is the User Interface. On this paper, a Goal-Directed Design method is used to design the User Interface based on the behavior that identifies the counselor and the youth's purpose and motivation. A SUS method is used as a tool to test the usability of the prototype. The result of the usability test of the complaint and counseling mobile application prototype using a SUS method is in A grade, so it can be concluded that the user is helped by the existence of a prototype that was made and will recommend this prototype to their friends who experience the same case.

Keywords: Goal-Directed Design, sexual violence, SUS, Usability, and User Interface