

ABSTRACT

SiBengkel is an application designed to make it easy for motorcycle users to order queues or motorcycle services online at the workshop registered in the application and closest to the application user. SiBengkel application is an application that connects motorcycle service providers with motorcycle users who are concerned about their motorcycle. The creation of a SiBengkel startup helps solve problems in many vehicle services and also makes it easy for the workshop to manage soaring queue services, provides online booking service features, and also provides online sales department features. the results of a survey of 123 respondents with the title " Survey pengguna sepeda motor untuk pengembangan aplikasi SiBengkel." Having 44.7% of respondents said they often use problems on motorbikes that are often used and 41% of respondents often use the queue when there is a workshop.

55.3% of respondents agreed with the online ordering system in the SiBengkel application that helps motorcycle users in maintaining motorcycle maintenance. The purpose of this research is to discuss user interface design (UI) solutions based on the results of user experience analysis (UX) that can meet user needs. The importance of UI/UX in application development to make it easier for users to control the application, get responses from interactions and understand user needs. In the design of this study using user-centered design methods, this method supports the needs of users. By using the SiBengkel application the authors hope that users can easily get information related to problems regarding the workshop queue and maintenance on motorcycle. The results of the study are design solutions on the SiBengkel Workshop Application that can be accepted by users with a SUS score of 74.

Keyword: *Service motor online, System Usability Scale, User-Centered Design, UI/UX*