

DAFTAR ISI

ABSTRAK	iii
ABSTRACT	iv
LEMBAR PENGESAHAN.....	v
LEMBAR PERNYATAAN ORISINALITAS.....	vi
KATA PENGANTAR	vii
LEMBAR PERSEMBAHAN.....	viii
DAFTAR ISI	i
DAFTAR GAMBAR	iv
DAFTAR TABEL	v
DAFTAR ISTILAH	viii
DAFTAR LAMPIRAN.....	xi
BAB I PENDAHULUAN	1
I.1 Latar Belakang.....	1
I.2 Perumusan Masalah	13
I.3 Tujuan Penelitian.....	13
I.4 Batasan Penelitian.....	13
I.5 Manfaat Penelitian	14
I.6 Sistematika penulisan.....	14
BAB II TINJAUAN PUSTAKA	16
II.1 Telemedicine	16
II.1.1 Halodoc	18
II.2 <i>User Experience</i>	19
II.3 <i>User Interface</i>	22
II.4 Lansia	23

II.5	Aksesibilitas	25
II.6	WCAG (<i>Web Content Accessibility Guidelines</i>).....	26
II.6.1	WCAG 2.1 Guideline	26
II.6.2	<i>Mobile Accessibility WAI</i>	28
II.7	Teknologi	35
II.7.1	Accessibility Scanner.....	35
II.7.2	Android Studio	36
II.7.3	Figma	37
II.8	<i>Usability Testing</i>	39
II.9	<i>Semi Structured Interview</i>	41
II.10	Persona	44
II.11	<i>User Journey Map</i>	47
II.12	<i>Inclusive Design</i>	50
II.13	<i>State Of The Art</i>	52
BAB III	METODOLOGI PENELITIAN.....	62
III.1	Pengembangan Model Konseptual	62
III.2	Sistematika Penyelesaian Masalah	63
III.3	Alasan Pemilihan Metode	64
III.4	Pengumpulan Data.....	69
III.5	Pengolahan Data atau Proses Pengembangan Produk / Artifak	70
III.5.1	Tahap Pendahuluan.....	70
III.5.2	<i>Inclusive Design</i>	70
III.5.3	Tahap Penutupan	73
III.6	Metode Evaluasi	73
III.7	Jadwal Kegiatan.....	75

BAB IV	ANALISIS DAN PERANCANGAN.....	76
IV.1	<i>Manage</i>	76
IV.1.1	<i>Review progress & plan next steps</i>	76
IV.1.2	<i>Refine product goals</i>	76
IV.2	<i>Evaluate 1</i>	77
IV.2.1	<i>Review Criteria</i>	77
IV.2.2	<i>Test with users</i>	113
IV.2.3	<i>Observe Users</i>	120
IV.3	Tahap Explore.....	126
IV.3.1	<i>Generate Persona</i>	126
IV.3.2	<i>Capture Need List</i>	128
IV.3.3	<i>Describe User Journey</i>	130
IV.3.4	<i>Develop Concept</i>	135
BAB V	IMPLEMENTASI DAN PENGUJIAN.....	155
V.1	<i>Create</i>	155
V.1.1	<i>Make Prototypes</i>	155
V.2	<i>Evaluate 2</i>	175
V.2.1	<i>Test with users</i>	176
BAB VI	KESIMPULAN DAN SARAN.....	184
VI.1.1	Kesimpulan.....	184
VI.1.2	Saran.....	186
DAFTAR PUSTAKA	187
LAMPIRAN	192