

DAFTAR ISI

LEMBAR PERNYATAAN ORISINALITAS	ii
ABSTRAK	iv
KATA PENGANTAR	v
DAFTAR ISI	vi
DAFTAR GAMBAR	ix
DAFTAR TABEL	xi
DAFTAR LAMPIRAN	xiii
DAFTAR ISTILAH	xiv
Bab I PENDAHULUAN	1
I.1 Latar Belakang.....	1
I.2 Perumusan Masalah.....	7
I.3 Tujuan Penelitian.....	7
I.4 Batasan Penelitian	8
I.5 Manfaat Penelitian.....	8
I.6 Sistematika Penulisan.....	9
Bab II TINJAUAN PUSTAKA.....	11
II.1 Aksesibilitas	11
II.1.1 Aksesibilitas Web.....	11
II.1.2 WCAG (Web Content Accessibility Guidelines) 2.1	12
II.2 Disabilitas	12
II.2.1 Jenis Disabilitas.....	13
II.3 User Interface	14
II.4 User Experience.....	14
II.4.1 <i>Element of User Experience</i>	15
II.5 Inclusive Design	16

II.5.1	Alasan Pemilihan Metode	17
II.6	Usability Testing	19
II.7	System Usability Scale	19
II.8	Single Ease Question.....	21
II.9	Persona	22
II.10	Figma	22
II.11	WAVE Tool.....	23
II.12	Penelitian Terdahulu	23
Bab III	METODOLOGI PENELITIAN	27
III.1	Model Konseptual	27
III.2	Sistematika Penelitian	27
III.2.1	Tahap Pendahuluan	28
III.2.2	Implementasi <i>Inclusive Design</i>	29
III.2.3	Tahap Penutup.....	30
Bab IV	ANALISIS DAN PERANCANGAN	31
IV.1	Tahap <i>Manage</i>	31
IV.1.1	<i>Review Progress & Next Steps</i>	31
IV.1.2	<i>Refine Product Goals</i>	34
IV.2	Tahap <i>Explore</i>	34
IV.2.1	<i>User Observation</i>	34
IV.2.2	<i>Develop Personas</i>	36
IV.2.3	<i>Describe User Journeys</i>	38
IV.2.4	<i>Capture Need List</i>	44
Bab V	IMPLEMENTASI DAN PENGUJIAN.....	45
V.1	Tahap <i>Create</i>	45
V.1.1	<i>Develop Concepts</i>	45

V.1.2	<i>Make Prototypes</i>	52
V.2	Tahap <i>Evaluate</i>	67
V.2.1	<i>Test with Users</i>	67
V.2.2	<i>Present Evidence</i>	71
Bab VI	KESIMPULAN DAN SARAN	84
VI.1	Kesimpulan.....	84
VI.2	Saran.....	84
Daftar Pustaka		86
Lampiran		91