ABSTRACT

Telkom University is one of the universities that has a digital library to support the ease of discipline for the entire academic community. Therefore, a website with a good design is needed to support a better user experience when using a system. to determine the level of user satisfaction, a survey was conducted to Telkom University students, and the results showed that the open library website needed a redesign of the user interface. The method used in this research is design thinking which the final result focuses on the new look of Telkom University's open library website based on personality type. Moulton Marston classifies personality types into four types, namely D (dominance), I (influence), S (Steadiness) and C (Conscientiousness). Then the results of the redesign will be tested using Usability Testing (UT) using SEQ scores and website evaluation to ensure website functionality is in accordance with the research focus by conducting User Acceptance Testing (UAT). In usability testing conducted in this study, the average SEQ score obtained was 6.88. The score shows that users easily understand the flow of the website. In addition, UAT on each task was successfully carried out with satisfactory results. So, it can be concluded that users with dominance personality types feel more satisfied and comfortable in using the Telkom University open library website version of dominance design. It is hoped that the Telkom University open library can make this research a consideration for redesigning the open library website to better meet user needs.

Keywords - Digital Library, User Experience, User Interface, Personality Type, Dominance, Design Thinking.