

DAFTAR ISI

Abstrak	i
Abstract	ii
LEMBAR PENGESAHAN	iii
LEMBAR PERNYATAAN ORISINALITAS	iv
KATA PENGANTAR	v
Daftar Isi.....	vii
Daftar Gambar.....	xii
Daftar Tabel	xiv
Daftar Lampiran	xvi
Daftar Istilah.....	xvii
BAB I	1
Pendahuluan	1
I.1 Latar Belakang.....	1
I.2 Perumusan Masalah	4
I.3 Tujuan Penelitian	5
I.4 Batasan Penelitian.....	5
I.5 Manfaat penelitian	6
BAB II.....	7
Tinjauan Pustaka	7
II.1 <i>Mentoring & E-mentoring</i>	7
II.2 User Interface & User Experience.....	7
II.3 Metode Design.....	8
II.3.1 Design Thinking	8
II.4 Analisis Kompetitor.....	9

II.5 Empathy Map	9
II.6 User Pesona	9
II.7 Product Statement.....	10
II.8 How Might We	10
II.9 Impact & Effort Matrix	10
II.10 Low Fidelity & High Fidelity.....	11
II.11 UI Style Guide	11
II.12 Design System.....	12
II.13 Metode Pengujian Usability	12
II.13.1 Usability Testing.....	13
II.13.2 Single Ease Question (SEQ).....	13
II.13.3 System Usability Scale (SUS)	13
II.13.4 User Acceptance Testing (UAT)	15
II.14 Agile Software Development	15
II.15 Penelitian Terdahulu.....	15
BAB III	17
Metodologi Penelitian	17
III.1 Alasan Pemilihan Kerangka Kerja/Teori/Pendekatan.....	17
III.2 Pengembangan Model Konseptual.....	19
III.3 Sistematika Penyelesaian Masalah.....	21
III.4 Pengembangan Produk / Artifact	23
BAB IV	25
Analisis dan Perancangan	25
IV.1 Analisa dan Perancangan Aplikasi <i>Website Telkom Mentoring</i>	25
IV.1.1 Analisa Aplikasi Serupa (Kompetitor)	25
IV.2 Perancangan Desain <i>Website Telkom Mentoring</i>	26

IV.3 Empathize	27
IV.3.1 Research (User Interview).....	27
IV.3.2 Empathy Map	35
IV.3.2.1 Empathy Mapping (User 1)	36
IV.3.2.2 Empathy Mapping (User 2)	38
IV.3.2.3 Empathy Mapping (User 3)	40
IV.4 Define.....	41
IV.4.1 User Persona.....	42
IV.4.2 Product Statement	42
IV.5 Ideate.....	45
IV.5.1 How Might We.....	45
IV.5.2 Pengumpulan Ide dan Solusi	46
IV.5.3 Impact and Effort Matrix.....	48
IV.5.4 Task Flow	50
IV.5.4 Use Case Diagram.....	52
IV.5.4.1 Use Case Diagram Registrasi Profile	53
IV.5.4.2 Use Case Diagram Tambah Jadwal <i>Mentoring</i>	54
IV.5.4.3 Use Case Diagram Edit Jadwal <i>Mentoring</i>	55
IV.5.4.4 Use Case Diagram Konfirmasi Jadwal <i>Mentoring</i>	56
IV.5.4.5 Use Case Diagram Reschedule Jadwal <i>Mentoring</i>	57
IV.5.4.6 Use Case Diagram Menghubungi Talent.....	58
IV.5.5 Activity Diagram.....	58
IV.5.5.1 Activity Diagram Registrasi dan Login.....	59
IV.5.5.2 Activity Diagram Tambah Jadwal <i>Mentoring</i>	60
IV.5.5.3 Activity Diagram Edit Jadwal <i>Mentoring</i>	61
IV.5.5.4 Activity Diagram Konfirmasi Jadwal <i>Mentoring</i>	62

IV.5.5.5 Activity Diagram Reschedule Jadwal <i>Mentoring</i>	63
IV.5.5.6 Activity Diagram Menghubungi Talent	64
IV.6 Prototype	65
IV.6.1 UI Style Guideline.....	65
IV.6.1.1 Logo.....	65
IV.6.1.2 Typography.....	66
IV.6.1.3 Colors.....	66
IV.6.1.4 Grid.....	67
IV.6.2 Low Fidelity	69
BAB V.....	74
IMPLEMENTASI DAN PENGUJIAN	74
V.1 Desain User Interface High Fidelity	74
V.2 Prototyping	79
V.3 Testing.....	80
V.3.1 Usability Testing	80
V.3.1.1 Skenario Pengujian Rancangan Design Telkom <i>Mentoring</i>	80
V.3.1.2 Pengujian Usability Testing.....	84
V.3.1.3 Pengukuran Single Ease Question (SEQ).....	84
V.3.1.4 Hasil Akhir Skor SEQ.....	95
V.3.1.5 Pengukuran System Usability Scale (SUS)	96
V.3.1.6 Kesimpulan User Testing.....	99
V.3.2 Iterasi Hasil Akhir Design	100
V.4 Implementasi Front End.....	102
V.4.1 Halaman Login dan Registrasi	102
V.4.2 Tambah Jadwal Mentoring	104
V.4.3 Edit Jadwal Mentoring	105

V.4.4 Konfirmasi Jadwal Mentoring	106
V.4.5 Reschedule Jadwal Mentoring.....	107
V.4.6 Menghubungi Talent	109
V.5 User Acceptance Testing.....	109
BAB VI	112
Kesimpulan Dan Saran.....	112
VI.1 Kesimpulan	112
VI.2 Saran	113
Daftar Pustaka	115
Daftar Lampiran	118