

ABSTRACT

The public's need for information in the era of digitalization cannot be denied, with the demand for it to be fast and accurate. For this reason, BAPAS Garut should have an online mobile application to make it easier for clients or parole inmates to provide guidance and for prisoners' families to check the extent of the files being processed. So it is important to always have service information that is "up-to-date" and transparent in the form of information regarding data and documents required for the type of service required, and that is easily accessible to the public, considering the wide reach of the work area and the spread of correctional clients in the East Priangan area. which was held directly was not able to reach all clients and communities spread across the East Priangan area. Based on the problem formulation, the aim of this research is to design UI/UX mobile apps as an information medium that can help clients or prisoners who will/have been released on parole and also prisoners' families in receiving services to carry out mandatory reporting or carry out guidance and family Clients can monitor the process of completing social research results as one of the requirements for participating in the online integration program. This research uses qualitative research methods as a lens method in applying the design thinking method to design. Qualitative research is carried out with the stages of problem identification, literature review, setting research objectives, data collection, interpretation, and reporting. Data collection was carried out by means of observation, interviews and observations of similar objects. The results of this initial research became the basis for the design which was carried out using the design thinking method, namely through the stages of empathize, define, ideate, prototype and test. The application of these two methods is useful in better understanding how to design the right media for the target audience to help solve the problems they face

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