

ABSTRACT

Telkomedika is a health service provider company that provides health services to the community. Currently, telkomedika health services can be found in major cities, one of which is on the Telkom University campus. There are problems experienced by telkomedika patients who have a dominance personality type of 5 people, namely lack of information related to health services, bad experiences in the queuing process. This research aims to develop telkomedika mobile applications by considering aspects of dominance personality type users. Consideration of user aspects in making application design can increase user satisfaction. Design development using the design thinking method aims to explore deep information to create the most appropriate solution for users. This research has succeeded in increasing user satisfaction, this is obtained from testing application design using Usability Testing (UT) and Single Ease Question (SEQ) measurements by getting a final score of 6.76 which means the application design is very easy to use. For implementation testing using the User Acceptance Test (UAT) and System Usability Scale (SUS) measurements get a final score of 93 which means very good and the system is very easy to use. It is hoped that the telkomedika mobile application can improve efficiency and effectiveness in using telkomedika health services.

Keywords—*healthcare, design thinking, personality type, usability testing, single ease question, user acceptance test, system usability scale.*