

## DAFTAR ISI

<b>ABSTRAK.....</b>	<b>ii</b>
<b>ABSTRACT.....</b>	<b>iii</b>
<b>LEMBAR PENGESAHAN.....</b>	<b>iv</b>
<b>LEMBAR PERNYATAAN ORISINALITAS.....</b>	<b>v</b>
<b>KATA PENGANTAR.....</b>	<b>i</b>
<b>DAFTAR ISI.....</b>	<b>ii</b>
<b>DAFTAR GAMBAR.....</b>	<b>ix</b>
<b>DAFTAR TABEL.....</b>	<b>xiii</b>
<b>DAFTAR ISTILAH.....</b>	<b>xvi</b>
<b>DAFTAR LAMPIRAN.....</b>	<b>xvii</b>
<b>BAB I PENDAHULUAN.....</b>	<b>1</b>
I.1 Latar Belakang.....	1
I.2 Perumusan Masalah.....	7
I.3 Tujuan Penelitian.....	8
I.4 Batasan Penelitian.....	8
I.5 Manfaat Penelitian.....	8
I.6 Sistematika Penulisan.....	10
<b>BAB II TINJAUAN PUSTAKA.....</b>	<b>12</b>
II.1 SMPN 1 Magetan.....	12
II.2 <i>Education Management System</i> .....	13
II.3 <i>User Interface (UI)</i> .....	14
II.4 <i>User Experience (UX)</i> .....	15
II.5 <i>Prinsip Desain (Design Principle)</i> .....	17
II.5.1 <i>Gestalt Principle</i> .....	17
II.5.2 <i>Heuristic Evaluation</i> .....	18
II.6 Metode Desain.....	20
II.6.1 <i>Design Thinking</i> .....	20

II.6.1.1 Berempati ( <i>Empathize</i> ).....	21
II.6.1.2 Pendefinisian ( <i>Define</i> ).....	23
II.6.1.3 Penciptaan Ide ( <i>Ideate</i> ).....	26
II.6.1.4 Prototipe ( <i>Prototype</i> ).....	28
II.6.1.5 Pengujian ( <i>Testing</i> ).....	30
II.6.2 User Centered Design (UCD).....	30
II.6.3 Activity Centered Design (ACD).....	31
<b>II.7 Metode Pengujian (<i>Usability</i>).....</b>	<b>31</b>
II.7.1 Usability Testing.....	31
II.7.2 Single Ease Question (SEQ).....	32
II.7.3 System Usability Scale (SUS).....	33
II.7.4 Net Promoter Score (NPS).....	35
II.8 Perangkat Lunak yang digunakan.....	36
II.8.1 Figma.....	36
II.8.2 Maze.....	36
II.8.3 Visual Studio Code.....	37
II.9 Penelitian Terdahulu.....	38
II.10 Alasan Pemilihan Kerangka Kerja/Teori/Pendekatan.....	44
<b>BAB III METODOLOGI PENELITIAN.....</b>	<b>46</b>
III.1 Model Konseptual.....	46
III.2 Sistematika Penyelesaian Masalah.....	47
III.2.1 Tahap Pendahuluan.....	48
III.2.2 Tahap Design Thinking.....	49
III.2.2.1 Empathize.....	49
III.2.2.2 Define.....	49
III.2.2.3 Ideate.....	50
III.2.2.4 Prototype.....	50

III.2.2.5 Testing.....	50
III.2.3 Tahap Penutup.....	50
III.3 Pengumpulan Data.....	51
III.4 Pengolahan Data atau Pengembangan Produk / Artifak.....	51
III.5 Metode Evaluasi.....	52
<b>BAB IV ANALISIS DAN PERANCANGAN.....</b>	<b>53</b>
IV.1 Analisa dan Perancangan Website EMS Modul Akademik.....	53
IV.2 Empathize.....	53
IV.2.1 In Depth Interview.....	54
IV.2.1.1 Wawancara dengan Siswa.....	54
IV.2.1.2 Wawancara dengan Guru.....	59
IV.2.1.3 Wawancara dengan Orang Tua Siswa.....	65
IV.2.1.4 Wawancara dengan Staf Administrasi.....	70
IV.2.2 Empathy Map.....	74
IV.2.2.1 <i>Empathy Map</i> (User Siswa).....	75
IV.2.2.2 <i>Empathy Map</i> (User Guru).....	77
IV.2.2.3 <i>Empathy Map</i> (User Orang Tua Siswa).....	79
IV.2.2.4 <i>Empathy Map</i> (User Staf Administrasi).....	81
IV.3 Define.....	83
IV.3.1 <i>User Persona</i> .....	83
IV.3.1.1 <i>User Persona</i> Siswa.....	84
IV.3.1.2 <i>User Persona</i> Guru.....	85
IV.3.1.3 <i>User Persona</i> Orang Tua Siswa.....	86
IV.3.1.4 <i>User Persona</i> Staf Administrasi.....	87
IV.3.2 <i>Customer Journey Map</i> .....	88
IV.3.2.1 <i>Customer Journey Map</i> Siswa.....	89
IV.3.2.2 <i>Customer Journey Map</i> Guru.....	91

IV.3.2.3 <i>Customer Journey Map</i> Orang Tua Siswa.....	93
IV.3.2.4 <i>Customer Journey Map</i> Staf Administrasi.....	95
IV.3.3 <i>Problem Statement</i> .....	97
IV.3.3.1 <i>Problem Statement</i> Siswa.....	97
IV.3.3.2 <i>Problem Statement</i> Guru.....	100
IV.3.3.3 <i>Problem Statement</i> Orang Tua Siswa.....	103
IV.3.3.4 <i>Problem Statement</i> Staf Administratif.....	107
IV.4 <i>Ideate</i> .....	110
IV.4.1 <i>Brainstorming</i> .....	110
IV.4.1.1 <i>Gathering Solution and Idea</i> .....	110
IV.4.1.2 <i>Voting Solution and Idea</i> .....	117
IV.4.2 <i>Impact Effort Matrix</i> .....	121
IV.4.3 <i>Information Architecture</i> .....	123
IV.4.3.1 <i>Information Architecture</i> Siswa.....	124
IV.4.3.2 <i>Information Architecture</i> Guru.....	128
IV.4.3.3 <i>Information Architecture</i> Orang Tua Siswa/ Wali Murid... <td>132</td>	132
IV.4.3.4 <i>Information Architecture</i> Staf Administratif.....	136
IV.4.4 <i>User Task Flow</i> .....	139
IV.4.4.1 <i>User Task Flow</i> Siswa.....	139
IV.4.4.2 <i>User Task Flow</i> Guru.....	145
IV.4.4.3 <i>User Task Flow</i> Orang Tua Siswa.....	151
IV.4.4.4 <i>User Task Flow</i> Staf Administratif.....	156
IV.5 <i>Prototipe</i> .....	159
IV.5.1 <i>Low Fidelity</i> .....	159
IV.5.2 <i>UI Style Guide</i> .....	177
IV.5.2.1 Logo.....	177
IV.5.2.2 Tipografi.....	179

IV.5.2.3 Warna.....	180
IV.5.2.4 Grid.....	181
IV.5.2.5 <i>Icon</i> dan <i>Button</i> .....	182
IV.5.2.6 <i>Component Website</i> .....	182
IV.5.3 <i>High Fidelity</i> .....	183
<b>BAB V IMPLEMENTASI DAN PENGUJIAN.....</b>	<b>198</b>
V.1 Usability Testing.....	198
V.2 Fase Usability Testing.....	198
V.2.1 Usability Testing User Siswa.....	198
V.2.1.1 Hasil Usability Testing User Siswa.....	200
V.2.1.2 Finding dan Recommendation User Siswa.....	202
V.2.1.3 Pengukuran System Usability Scale User Siswa.....	203
V.2.1.4 Pengukuran Single Ease Question User Siswa.....	204
V.2.1.5 Hasil Evaluasi User Siswa.....	206
V.2.2 Usability Testing User Guru.....	207
V.2.2.1 Hasil Usability Testing User Guru.....	208
V.2.2.2 Finding dan Recommendation User Guru.....	210
V.2.2.3 Pengukuran System Usability Scale User Guru.....	212
V.2.2.4 Pengukuran Single Ease Question User Guru.....	213
V.2.2.5 Hasil Evaluasi User Guru.....	215
V.2.3 Usability Testing User Orang Tua Siswa.....	217
V.2.3.1 Hasil Usability Testing User Orang Tua Siswa.....	218
V.2.3.2 Finding dan Recommendation User Orang Tua Siswa.....	219
V.2.3.3 Pengukuran System Usability Scale User Orang Tua Siswa.....	220
V.2.3.4 Pengukuran Single Ease Question User Orang Tua Siswa..	221
V.2.3.5 Hasil Evaluasi User Orang Tua Siswa.....	222

V.2.4 Usability Testing User Staf Administratif.....	223
V.2.4.1 Hasil Usability Testing User Staf Administratif.....	224
V.2.4.2 Finding dan Recommendation User Staf Administratif.....	225
V.2.4.3 Pengukuran System Usability Scale User Staf Administratif...	
226	
V.2.4.4 Pengukuran Single Ease Question User Staf Administratif	227
V.2.4.5 Hasil Evaluasi User Staf Administratif.....	229
V.3 Implementasi Front-End.....	230
V.3.1 User Siswa.....	230
V.3.1.1 Fitur Jadwal Pelajaran.....	230
V.3.1.2 Tugas dan Literasi.....	231
V.3.1.3 Materi.....	232
V.3.1.4 Nilai.....	233
V.3.1.5 Kuis.....	233
V.3.1.6 Prestasi.....	235
V.3.2 User Guru.....	236
V.3.2.1 Fitur Jadwal Pelajaran.....	236
V.3.2.2 Tugas dan Literasi.....	237
V.3.2.3 Materi.....	238
V.3.2.4 Nilai.....	239
V.3.2.5 Kuis.....	240
V.3.2.6 Prestasi.....	241
V.3.3 User Orang Tua Siswa.....	242
V.3.3.1 Fitur Jadwal Pelajaran.....	242
V.3.3.2 Tugas dan Literasi.....	243
V.3.3.3 Nilai.....	244
V.3.3.4 Kuis.....	245

V.3.3.5 Prestasi.....	245
V.3.4 User Staf Administratif.....	246
V.3.4.1 Mata Pelajaran.....	246
V.3.4.2 Assign Pengajar ke Kelas.....	247
V.3.4.3 Buat Jadwal Pelajaran.....	247
<b>BAB VI KESIMPULAN DAN SARAN.....</b>	<b>248</b>
VI.1 Kesimpulan.....	248
VI.2 Saran.....	249
<b>Daftar Pustaka.....</b>	<b>250</b>
<b>LAMPIRAN.....</b>	<b>258</b>