ABSTRACT

Digital services in healthcare institutions such as Hasan Sadikin General Hospital require an efficient and accessible user interface. The current helpdesk service system is unresponsive and user-unfriendly, making it unable to provide an optimal experience across the various devices used by staff and patients. This causes accessibility and efficiency issues in handling complaints. This study aims to address these issues by designing and developing a modern, intuitive, and responsive web user interface. The solution implemented involves applying Responsive Web Design (RWD) techniques using the Bootstrap framework to ensure the interface adapts effectively to various screen sizes. The development process is based on prototypes created by UI/UX designers and tested through Cross-Device Testing using Responsively App. The result of this research is a user interface that has proven successful in effectively adjusting its component layout across desktop computers, laptops, tablets, and smartphones. Testing with patient role-players showed that the interface is responsive and user-friendly, and testing at Hasan Sadikin General Hospital demonstrated satisfaction with the interface, as the new interface meets the hospital's needs, with the hospital expressing satisfaction with the functionality and new interface, thereby successfully addressing the need for a responsive and user-friendly system.

Keywords: *responsive web design*, *user interface*, *helpdesk*, *bootstrap*, *cross-device testing*, *hasan sadikin hospital*.