

ABSTRACT

This research aims to design a digital community service sistem in Limapoccoe Village using the Design Thinking and Low-code Prototyping methods. The problems identified are difficulties in the letter submission process, community complaints, limited information dissemination, and a data management sistem that is still manual. The user interface (UI/UX) design developed focuses on simplifying the administrative process with the aim of improving service and user experience for both the community and the village government. By using the Design Thinking research method, which consists of 5 stages: Empathize, Define, Ideate, Prototype, and Test. Through interviews with the community and village officials, user needs and problems were identified and used as the basis for designing solutions. The results of the prototyping using the Low-code platform (Framer) produced a design for letter and complaint submissions that can be accessed by the community online. Sistem testing using the Sistem Usability Scale showed good results with a score of 90 for the community and 86 for the village government, which means this design meets usability standards.

Keywords: UI/UX Design, Design thinking, Low-code prototyping, public service sistem, sistem usability scale