

ABSTRACT

UX (USER EXPERIENCE) DESIGN OF THE LISMA SIDODADI PHARMACY WEB USING THE FIVE PLANES METHOD (CASE STUDY: LISMA SIDODADI PHARMACY)

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Apotek Lisma Sidodadi in Cilacap faces several problems in user experience (UX) design, including unclear navigation, unorganized information, and unattractive displays. To address these issues, UX design was conducted using the Five Planes method, namely Strategy, Scope, Structure, Skeleton, and Surface. The Strategy stage involves identifying the problem and setting design goals and objectives. The Scope stage determines the scope of the design. The Structure stage redesigns the structure and navigation of the website. The Skeleton stage determines the layout of elements on the site page, and the Surface stage determines the visual elements of the site. The design involved the pharmacy owner, employees, and customers to ensure all needs and feedback were met. The result was significant changes, including clearer navigation, more organized information, and a more attractive appearance. In addition, convenience for staff, admins, and cashiers was also improved. The cashier dashboard displays transactions in the last two days, helping cashiers easily monitor recent transactions. The admin page has a "Medicine Data" header and an "Add" button for easy addition of new medicine data, as well as a more organized and user-friendly user management view. The website was tested with the System Usability Scale (SUS) and obtained a score of 84,836, indicating high acceptability and highly satisfactory quality. With these improvements, it is expected that the user experience (UX) at Lisma Sidodadi Pharmacy is significantly improved.

Keywords: Apotek lisma sidodadi, UX, five planes, System usability scale (SUS)