ABSTRACT

ANALYSIS AND DESIGN OF WEBSITE-BASED CASHIR SYSTEM APPLICATIONS USING THE DESIGN THINKING METHOD (CASE STUDY: KAFE OMAH ANGKRINGAN)

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Omah Angkringan Cafe is a cafe with a warmindo-angkringan theme that provides a variety of warmindo specialties but has a place like a cafe. Through promotion with Instagram media, people are interested in visiting this cafe. Based on observations, this cafe still has problems in the cashier system. The cashier system that contains menu orders and payments still uses a manual system. Cashiers need ballpoint pens, notes, calculators, and menu hardfiles to process each order. The system that is still like that, of course, has a user interface that is monotonous, less attractive, ineffective and inefficient, besides that the resulting user experience also makes the cashier feel bored so that it can cause errors when processing orders. Based on these problems, it is necessary to analyze and design a cashier system website by paying attention to a good user interface for user convenience. To realize such a website, researchers use design thinking as a method. Starting with the Empathize stage where researchers conduct interviews with cafe owners, then define by defining each problem based on the results of the interview, then ideate by thinking about ideas that can be a solution to the problem, followed by prototyping, namely creating a user interface as well as applying it to the program in order to produce a front-end, and finally testing the cashier and admin of Omah Angkringan Cafe plus other cashiers to conduct tests with a total of 30 respondents. The results of the System Usablity Scale (SUS) test show an A score of 83, 41 which indicates that the cashier system made is in accordance with user needs.

Keywords : design thinking, chasier system, front-end, UI/UX, Website