

ABSTRACT

Driving activities are often a routine agenda for almost everyone, and a vehicle is one of the two-wheeled transportation suggestions that allows everyone to do mobility. The higher the activity carried out, the higher the risk of obstacles on the vehicle that can hinder this mobility. E-Service is a mobile-based application designed to get workshop information that makes it easier for road drivers who have problems on the road. This study uses the UX Lifecycle method from Hartson Pyla in the form of The Wheel cycle. The purpose of this system is to design an E - Service application based on the needs of bikers. This application gets user feedback through testing the E-Service application prototype and obtains the results of the E-Service application prototype evaluation using the Thinking Aloud Method principle. From the results of research on evaluating user satisfaction using the Think Aloud method in the E-Services application that has been carried out, it can be concluded that, among other things, the calculation results of 3 criteria, namely, the value of effectiveness, efficiency and user satisfaction in using the E-Service application. The test results using the think aloud method that significantly get results from user feedback, then the value is 97.00 from the effectiveness results, 98.00 from the efficiency results and 100 from the user satisfaction score.

Keywords : E-Service, Machine Shop, Thinking Aloud Method, UX Lifecycle.