

## **ABSTRACT**

### **IMPROVING USER INTERFACE (UI) AND USER EXPERIENCE (UX) IN MINUTES BARBER APP USING LEAN UX METHOD**

*The development of information technology is widely used by an organization or government in facilitating business processes for different purposes. One of them in the world of self-care is Minutes Barber. Minutes Barber is a barbershop application that is useful for ordering online queues that can be used by users. The Minute Barber application has several features including Smart Notification, Online Booking, and Payment. From the interview results it was found that 12 out of 15 users of the Minutes Barber application said there were still difficulties in operating the Minutes Barber application, such as a confusing user experience in the application, for example in one of the displays there was no back button, no location feature, no maintenance of barber to user, application often force close. Apart from that, to make the application more attractive, one user said that he needed to pay more attention to the use of bad fonts, color combinations and shapes, as well as the need to improve the user interface. The purpose of this study is to use the Lean UX method to improve the user interface of the Minutes Barber application based on the results of the user experience. The Lean UX method is one of the methods used for user interface development. The results of this study are in the form of user interface improvements in all aspects and features contained in the minutes barber application. The results of the improvement were obtained from user responses based on the results of the 1st iteration testing feedback to obtain feedback that aims as input back for improvements that are felt to be lacking. Then from the results of the feedback on the 1st iteration, the 2nd iteration was carried out again. The results obtained from the 2nd iteration of feedback resulted in user responses agreeing with the UI/UX improvements that the layout had made in the Minutes Barber application.*

**Keyword:** *Minutes Barber, User Interface, User Experience, Lean UX*