

**REDESAIN APLIKASI M-PASPOR BERDASARKAN *USER*
EXPERIENCE QUESTIONNAIRE (UEQ) MENGGUNAKAN METODE
*DESIGN THINKING***

Salwa Aisyah Adhani

ABSTRAK

Penelitian ini bertujuan untuk merancang ulang antarmuka dan pengalaman pengguna (UI/UX) Aplikasi M-Paspor berbasis *mobile* menggunakan metode *Design Thinking* dan pendekatan *User Experience Questionnaire* (UEQ). Evaluasi awal aplikasi menggunakan UEQ menunjukkan bahwa semua skala (*Attractiveness*, *Perspiciuity*, *Efficiency*, *Dependability*, *Stimulation*, dan *Novelty*) bernilai “*Bad*” berdasarkan *Benchmark* UEQ. Setelah proses redesain dengan metode *Design Thinking*, dihasilkan prototipe yang menunjukkan peningkatan signifikan. Skala *Attractiveness*, *Perspiciuity*, *Efficiency*, *Stimulation*, dan *Novelty* dinilai “*Excellent*”, sedangkan skala *Dependability* dinilai “*Below Average*”. Hasil ini menunjukkan bahwa metode *Design Thinking* dan UEQ berhasil memberikan solusi yang responsif terhadap kebutuhan pengguna. Penelitian ini menghasilkan prototipe *high-fidelity* yang direkomendasikan untuk pengembangan aplikasi lebih lanjut, dengan memperhatikan masukan pengguna untuk meningkatkan kualitas layanan publik di bidang imigrasi.

Kata Kunci: Redesain, *Design Thinking*, *User Experience Questionnaire*, UI/UX

**REDESAIN APLIKASI M-PASPOR BERDASARKAN *USER*
EXPERIENCE QUESTIONNAIRE (UEQ) MENGGUNAKAN METODE
*DESIGN THINKING***

Salwa Aisyah Adhani

ABSTRACT

This study aims to redesign the user interface and user experience (UI/UX) of the mobile-based M-Paspor application using the Design Thinking method and the User Experience Questionnaire (UEQ) approach. The initial evaluation using UEQ indicated that all six scales—Attractiveness, Perspicuity, Efficiency, Dependability, Stimulation, and Novelty—were rated as “Bad” based on the UEQ benchmark. Following the Design Thinking-based redesign process, the resulting prototype showed significant improvement: five scales (Attractiveness, Perspicuity, Efficiency, Stimulation, and Novelty) were rated “Excellent,” while Dependability improved to “Below Average.” These results demonstrate that Design Thinking and UEQ are effective in delivering user-centered solutions. The study produced a high-fidelity prototype recommended for further development, emphasizing user feedback to enhance the quality of public services in the immigration sector.

Keywords: *Redesign, Design Thinking, User Experience Questionnaire, UI/UX*