

## **ABSTRACT**

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**ANALYSIS AND DESIGN OF USER INTERFACE AND USER EXPERIENCE  
IN JKN MOBILE APPLICATION USING THE USER CENTERED DESIGN  
METHOD.**

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This research discusses the analysis and design of UI/UX for the JKN Mobile application using the User Centered Design (UCD) method. The main goal of this study is to enhance user experience when using the JKN Mobile app related to healthcare services. The UI/UX design aims to create an intuitive, easily navigated, and aesthetic interface. Layout arrangement, color choices, icons, and other visual elements are tailored to user preferences identified beforehand. The UCD method is employed in this research as an approach to develop a design focused on user needs and preferences. The design phase involves creating wireframes and prototypes based on findings from the analysis phase. One reason for analyzing the app is user comments or complaints about difficulties in registration, login, and limited payment options, leading to user challenges. The evaluation results using the System Usability Scale (SUS) method for the JKN Mobile app show an average score of 80.55, classified as grade A with an Excellent rating. This suggests that the approach used in this study could serve as a guide for future app design developers focusing on user-centric design.

References (2008 – 2023).