ABSTRACT

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UI/UX REDESIGN OF TASPEN AUTHENTICATION APPLICATION USING DESIGN THINKING METHOD
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(xiv+73+*Attachments*)

The Taspen Authentication Application for elderly monthly verification users suffers from interface problems that hinder user success and understanding. The problems identified include illegible fonts, complicated authentication instructions, light settings, and the absence of reminder features that are necessary due to the elderly's reduced memory. This research uses a Design Thinking approach with five stages: Emphatize, Define, Ideate, Prototype, and Testing to redesign the Taspen Authentication application. The redesign was carried out using Figma software and included improvements to the face authentication feature and the addition of fingerprint authentication features, monthly scheduling, and authentication history that presents salary information and authentication status each month. The UI/UX prototype results have been tested on 21 respondents in a moderated manner with the usability testing analysis method. The test results show that the prototype is easy to use, because it meets the standards of two aspects of performance measurement, namely the effectiveness aspect with the acquisition of a success value of 95.6% and the average error is relatively small at 0.15, and the efficiency aspect with the acquisition of an average Overall Relative Efficiency value of 94.2%.

(*Bibliography* 2011-2024)