NAMA : Ismail Wahyu Fadilah

NIM : 202010370311339

CLASS : RI D

Theme:

AssisHome

Discover

At this stage, interviews were conducted with prospective users with the topics raised, namely the AsissHome application to find ART, Cleaning Service unit repair online via mobile.

Kata Kunci

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| --- | --- |
| • | Application |
| • | Necessity |
| • | Domestic Assistant |
| • | Cleaning Service |
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# Transkrip Wawancara

# Responden #1

**Participant Information:**

Name: Meylinda

Age: 22 Years Old

Occupation: Student

**Main Questions:**

1. Hello, introduce me Fadillah. I really appreciate your time to share your experience and views as a user who needs an application about domestic helper services. My goal is to better understand the needs and problems you face, and how this Assishome application can later help you meet your needs such as helping to facilitate the search for ART services and process transactions or ordering ART services and see the various categories of services available. I would like to ask you about some of your bio information. Please provide information about your name, age, gender, work background, and hobbies?

Answer: Well, my name is Meylinda and I am currently 22 years old, I am female and currently studying semester 5 at UMM. My current hobbies like to read books and listen to trial proceedings

1. Have you previously used cleaning services at your residence/boarding house?

Answer: ever

1. Have you previously used cleaning services at a residence/boarding house? If ever, what problems are felt when using cleaning services?

Answer: Once, it was difficult to find a cleaning service that was really reliable. Sometimes it's still not clean

1. Have you ever looked for a Domestic Assistant before? If ever, what problems do you feel when looking for a Domestic Assistant?

Answer: Have, often feel that it does not fit the criteria of an ART partner that suits us.

5, Is there a need for an application in which there is an ART service search feature, Cleaning Service services specifically using one application on HP?

Answer: Need, I do need the application

6. Is the application display design that is easy to understand needed by users later? Answer: needed

**Wrap-up:**

We greatly appreciate your valuable time and contribution during this interview. The information you have shared will be very useful in the development of the user interface and user experience of our AssisHome application. If you have additional information or further questions from you, please let us know. If you have nothing else to say, we would like to thank you again for your valuable participation in this research.

# Responden #2

**Participant Information:**

Nama: Fariz

Age: 21 Years Old

Occupation: Student

**Main Questions:**

1. Hello, introduce me Fadillah. I really appreciate your time to share your experience and views as a user who needs an application about domestic helper services. My goal is to better understand the needs and problems you face, and how this Assishome application can later help you meet your needs such as helping to facilitate the search for ART services and process transactions or ordering ART services and see the various categories of services available. I would like to ask you about some of your bio information. Please provide information about your name, age, gender, work background, and hobbies?

Answer: Well, my name is Fariz and I am currently 21 years old, I am male and currently studying semester 7 at UMM. My current hobby is playing cellphone games

1. Have you previously used cleaning services at your residence/boarding house?

Answer: Never once

1. Have you previously used cleaning services at a residence/boarding house? If ever, what problems are felt when using cleaning services?

Answer: Once, the price is very expensive and there are no discounts. Also booking confirmation is difficult

1. Have you ever looked for a Domestic Assistant before? If ever, what problems do you feel when looking for a Domestic Assistant?

Answer: Once, it was difficult to find ART services if it was not through word of mouth from neighbors.

1. Is there a need for an application in which there is an ART service search feature, Cleaning Service services specifically using one application on HP?

Answer: Need, I do need the application

1. Is the application display design that is easy to understand needed by users later? Answer: Yes

**Wrap-up:**

We greatly appreciate your valuable time and contribution during this interview. The information you have shared will be very useful in the development of the user interface and user experience of our AssisHome application. If you have additional information or further questions from you, please let us know. If you have nothing else to say, we would like to thank you again for your valuable participation in this research.

# Responden #3

**Participant Information:**

Nama: Anang

Age: 22 Years Old

Occupation: School TU Worker

**Main Questions:**

1. Hello, introduce me Fadillah. I really appreciate your time to share your experience and views as a user who needs an application about domestic helper services. My goal is to better understand the needs and problems you face, and how this Assishome application can later help you meet your needs such as helping to facilitate the search for ART services and process transactions or ordering ART services and see the various categories of services available. I would like to ask you about some of your bio information. Please provide information about your name, age, gender, work background, and hobbies?

Answer: Well, my name is Anang and I am currently 22 years old, I am male and currently working at TU SMA Negeri school in Balikpapan. My current hobby is playing mobile games

1. Have you previously used cleaning services at your residence/boarding house?

Answer: ever

1. Have you previously used cleaning services at a residence/boarding house? If ever, what problems are felt when using cleaning services?

Answer: ever, less clean because the service order is not appropriate

1. Have you ever looked for a Domestic Assistant before? If ever, what problems do you feel when looking for a Domestic Assistant?

Answer: Once, the price offered is expensive and there is no price reduction

1. Is there a need for an application in which there is an ART service search feature, Cleaning Service services specifically using one application on HP?

Answer: Need, I do need the application

1. Is the application display design that is easy to understand needed by users later?

Answer: important, because impromptu needs must be easy to understand

**Wrap-up:**

We greatly appreciate your valuable time and contribution during this interview. The information you have shared will be very useful in the development of the user interface and user experience of our AssisHome application. If you have additional information or further questions from you, please let us know. If you have nothing else to say, we would like to thank you again for your valuable participation in this research.

# Responden #4

**Participant Information:**

Nama: Hafiz

Age: 19 Years Old

Occupation: Coal Mine Worker

**Main Questions:**

1. Hello, introduce me Fadillah. I really appreciate your time to share your experience and views as a user who needs an application about domestic helper services. My goal is to better understand the needs and problems you face, and how this Assishome application can later help you meet your needs such as helping to facilitate the search for ART services and process transactions or ordering ART services and see the various categories of services available. I would like to ask you about some of your bio information. Please provide information about your name, age, gender, work background, and hobbies?

Answer: Well, my name is Hafiz and I am currently 19 years old, I am male and currently working in a Haliburton company diberau. My current hobby is reading comics

1. Have you previously used cleaning services at your residence/boarding house?

Answer: ever

1. Have you previously used cleaning services at a residence/boarding house? If ever, what problems are felt when using cleaning services?

Answer: Once, the obstacle is difficult to find cleaning services that match their expertise

1. Have you ever looked for a Domestic Assistant before? If ever, what problems do you feel when looking for a Domestic Assistant?

Answer: Once, finding a trustworthy ART is difficult

1. Is there a need for an application in which there is an ART service search feature, Cleaning Service services specifically using one application on HP?

Answer: Need, I do need the application

1. Is the application display design that is easy to understand needed by users later?

Answer: Yes

**Wrap-up:**

We greatly appreciate your valuable time and contribution during this interview. The information you have shared will be very useful in the development of the user interface and user experience of our AssisHome application. If you have additional information or further questions from you, please let us know. If you have nothing else to say, we would like to thank you again for your valuable participation in this research.

# Responden #5

**Participant Information:**

Name: Alden

Age: 21 Years Old

Occupation: Student

**Main Questions:**

1. Hello, introduce me Fadillah. I really appreciate your time to share your experience and views as a user who needs an application about domestic helper services. My goal is to better understand the needs and problems you face, and how this Assishome application can later help you meet your needs such as helping to facilitate the search for ART services and process transactions or ordering ART services and see the various categories of services available. I would like to ask you about some of your bio information. Please provide information about your name, age, gender, work background, and hobbies?

Answer: Well, my name is Koko and I am currently 21 years old, I am male and currently studying semester 7 at UMM. My current hobby is playing HP games

1. Have you previously used cleaning services at your residence/boarding house?

Answer: Never

1. Have you previously used cleaning services at a residence/boarding house? If ever, what problems are felt when using cleaning services?

Answer: Never

1. Have you ever looked for a Domestic Assistant before? If ever, what problems do you feel when looking for a Domestic Assistant?

Answer: Once, it was difficult to find quality ART

1. Is there a need for an application in which there is an ART service search feature, Cleaning Service services specifically using one application on HP?

Answer: Need, I do need the application

1. Is the application display design that is easy to understand needed by users later?

Answer: Yes

**Wrap-up:**

We greatly appreciate your valuable time and contribution during this interview. The information you have shared will be very useful in the development of the user interface and user experience of our AssisHome application. If you have additional information or further questions from you, please let us know. If you have nothing else to say, we would like to thank you again for your valuable participation in this research.

## Problem Definition

In this step, we will combine all the information we have collected before. The data covers users' needs and preferences, and will be the basis for designing solutions that can help them adopt a healthy lifestyle. The main focus here is to ensure that the solutions we create are not only effective in meeting user needs, but also in accordance with pre-set goals.

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## Brainstorming – HMW

Transkrip Problem Definition HMW

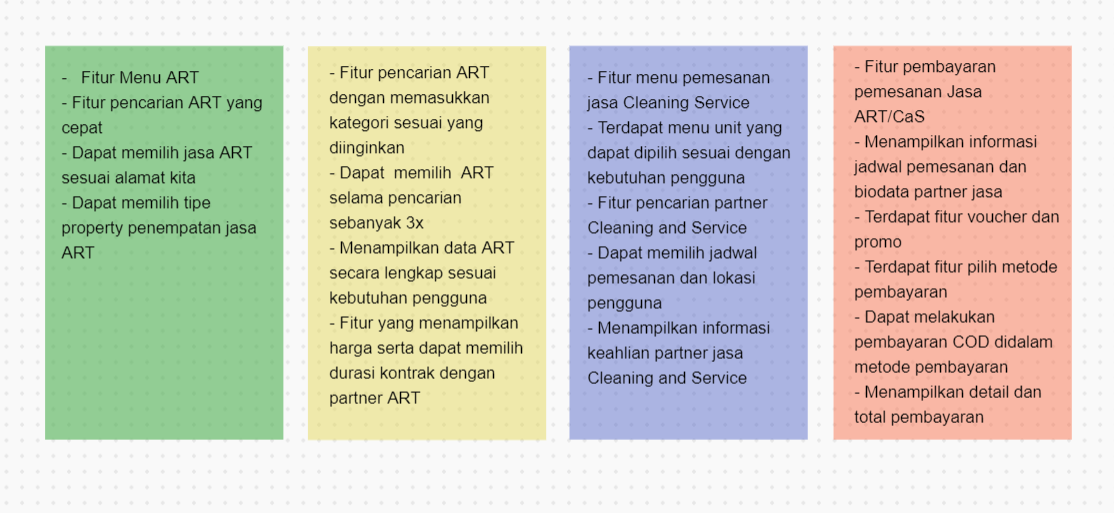
This stage is all the beginning in designing a solution to overcome the problems identified in the previous step. At this stage, various activities are carried out, including developing solution ideas, grouping these ideas, and prioritizing the ideas that have been created.

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| --- | --- | --- |
| HWM | Competitor | Proposed Idea |
| How do we solve the problem of difficulty finding ART services? | Design reference of the application  Home Pins | * ART Menu Features * Fast ART search feature * Can choose ART services according to our address * Can choose the type of property placement of ART services |
|  |  |  |
| How do we solve the difficult problem of finding ART partners that match the criteria and quality | Design reference of the application  Home Pins | * ART search feature by entering the desired category * Can choose ART during search 3x * Display complete ART data according to user needs * Features that display prices and can choose the duration of the contract with ART partners |
|  |  |  |
| How do we solve the problem of difficulty finding cleaning services that suit your skills and needs? | Design reference of the application  Home Pins | * Features of Cleaning Service ordering menu * There is a menu of units that can be selected according to user needs * Fitur pencarian partner Cleaning and Service * Can choose the booking schedule and location of the user * Display expertise information of Cleaning and Service service partners |
|  |  |  |
| How do we solve the problem of payment for ART and Cleaning Service services that lack payment methods and discounts | Design reference of the application  Home Pins | * Payment features for ART/CaS Service bookings * Display booking schedule information and service partner biodata * There are voucher and promo features * There is a feature to select a payment method * Can make COD payment in the payment method * View payment details and totals |

## Solution Idea



## SITEMAP

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## DESIGN

|  |  |  |
| --- | --- | --- |
| FITUR | | SOLUSI DESAIN |
| * Fitur Select Man Or Woman * Age Features * Features of religion * Change location feature * Otomatic Search | |  |
| * Can search as much as 3x * Display photos, names, and occupations * Display gender, age, religion and experience information * Can select search again * Can choose select this partner | |  |
| - | Features check the location of boarding houses in the area around us |  |
| - | There is a unit search |  |
| -  - | Can choose various types of needs ordered  Feature Premier Partners |  |
| -  -  -  -  - | 3 X Cleaning &; Service partner search feature  Features display photo, name and occupation  Displaying Gender, Age and Experience Information  Can Find More by 3x  Can Choose this partner |  |
| -  -  -  -  -  -  -  -  - | There is a change of booking location  Displaying Order Schedule Information  Display service partner name and gender  Voucher and Promo Features  Payment Method Features  View payment details information  Check feature to approve SK  View total payments  Can choose payment and place an order |  |
| -  -  -  -  -  -  -  - | Payment Features  View Payment guarantee verification  BCA bank transfer feature  Features of BRI bank transfer  Mandiri bank transfer features  BNI bank transfer features  COD payment features  Get confirmation of payment method |  |
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**Prototype**

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**Link Prototype Figma:**

<https://www.figma.com/proto/YGs02fkWGrop9rQDZEjqXI/AssisHome-App?page-id=0%3A1&type=design&node-id=113-291&viewport=722%2C436%2C0.09&t=I2FPaw04BgJz2cJc-1&scaling=min-zoom&starting-point-node-id=113%3A291&mode=design>

**Human Centered Desain Method**

### Testing

As a final stage, I use Maze.co website to test how users interact with the service application. The purpose of this step is to assist the design team in evaluating the level of ease of use of the service.

**Link Maze**

<https://t.maze.co/209545176>

**Task 1 – Login/Sign Up**

|  |  |  |  |
| --- | --- | --- | --- |
| **Responden** | **Completion** | **Duration** | **Misclick** |
| 1 | Direct | 3.65s | 0 |
| 2 | Direct | 2.03s | 0 |
| 3 | Indirect | 4.65s | 0 |
| 4 | Direct | 1.82s | 0 |
| 5 | Direct | 2.83s | 0 |
| **Average** | 80% | 3s | 0.0% |

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**Task 2 – Menu Home**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Responden** | **Completion** | **Duration** | **msclsk** | **Msclsk**  **Page** |
| 1 | Direct | 3.47s | 0 | 0 |
| 2 | Direct | 4.64s | 1 | 1 |
| 3 | Direct | 4.57s | 0 | 0 |
| 4 | Direct | 7.26s | 0 | 0 |
| 5 | Direct | 20.89s | 4 | 2 |
| **Average** | 80% | 3s | 33.3% | |

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**Task 3 – Menu Unit**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Responden** | **Completion** | **Duration** | **msclsk** | **Msclsk**  **Page** |
| 1 | Direct | 4.08s | 0 | 0 |
| 2 | Direct | 4.39s | 1 | 1 |
| 3 | Direct | 4.36s | 0 | 0 |
| 4 | Direct | 14.75s | 1 | 1 |
|  | Direct | 4.32s | 1 | 1 |
| **Average** | 100% | 6.4s | 16.7% | |

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**Task 4 – Menu ART**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Responden** | **Completion** | **Duration** | **msclsk** | **Msclsk**  **Page** |
| 1 | Direct | 16.65s | 0 | 0 |
| 2 | Direct | 10.37s | 0 | 0 |
| 3 | Direct | 10.37s | 0 | 0 |
| 4 | Direct | 19.75s | 0 | 0 |
| 5 | Indirect | 5.95s | 1 | 1 |
| **Average** | 80% | 12.6s | 2.9% | |

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**Task 5 – Menu Profile**

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| --- | --- | --- | --- | --- |
| **Responden** | **Completion** | **Duration** | **msclsk** | **Msclsk**  **Page** |
| 1 | Direct | 4.14s | 0 | 0 |
| 2 | Direct | 6.10s | 1 | 1 |
| 3 | Direct | 2.29s | 0 | 0 |
| 4 | Direct | 3.02s | 0 | 0 |
| 5 | Direct | 2.10s | 0 | 0 |
| **Average** | 100% | 3.5s | 9.1% | |

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**User Satisfaction**

From the tasks that have been done, the average respondent feels very easy in their experience when with existing features

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**A close-up of a computer screen

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