

the UX Journey

The process to optimize your resource for the quality User Requirement





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Second Versions

Written by HCI Group

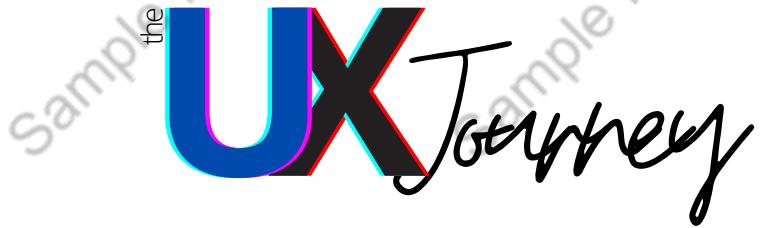
Universitas Muhammadiyah Malang and Universiti putra malaysia

Wahyu Andhyka Kusuma

Azrul Hazri bin Jantan

Novia Admodisastro

Noris Mohd Norowi



The process to optimize your resource for the quality User Requirement

The UX journey is a process that helps optimize resources for quality user requirements while improving self-efficacy. The process involves a series of steps that begin with understanding the user's needs and expectations. This includes conducting research to gain insights into the user's goals, motivations, and pain points. Once the user's needs have been identified, the next step is to develop a user persona, which is a detailed description of the user's characteristics, preferences, and behaviors. This persona serves as a reference point throughout the UX design process.

The next step in the UX journey is to define the user journey, which is the path that the user takes to achieve their goals. This includes mapping out the steps involved in the user's interactions with the product or service and identifying potential pain points or areas for improvement.

Once the user journey has been defined, the UX designer can begin to prototype and test different solutions. This involves creating wireframes, mockups, and prototypes of the product or service, and testing these designs with users to gather feedback and identify areas for improvement.

Throughout the UX journey, it is important to maintain a focus on the user's needs and expectations and to continuously iterate and improve the design based on feedback and testing. By following this process, designers can optimize their resources to deliver quality user requirements, while also building their self-efficacy and confidence in their design decisions.



Hello

This is my UX Diary

Tell me about your personality and ability

Hello everyone. Allow me to introduce myself, my name is Ismail Wahyu fadilah. With number

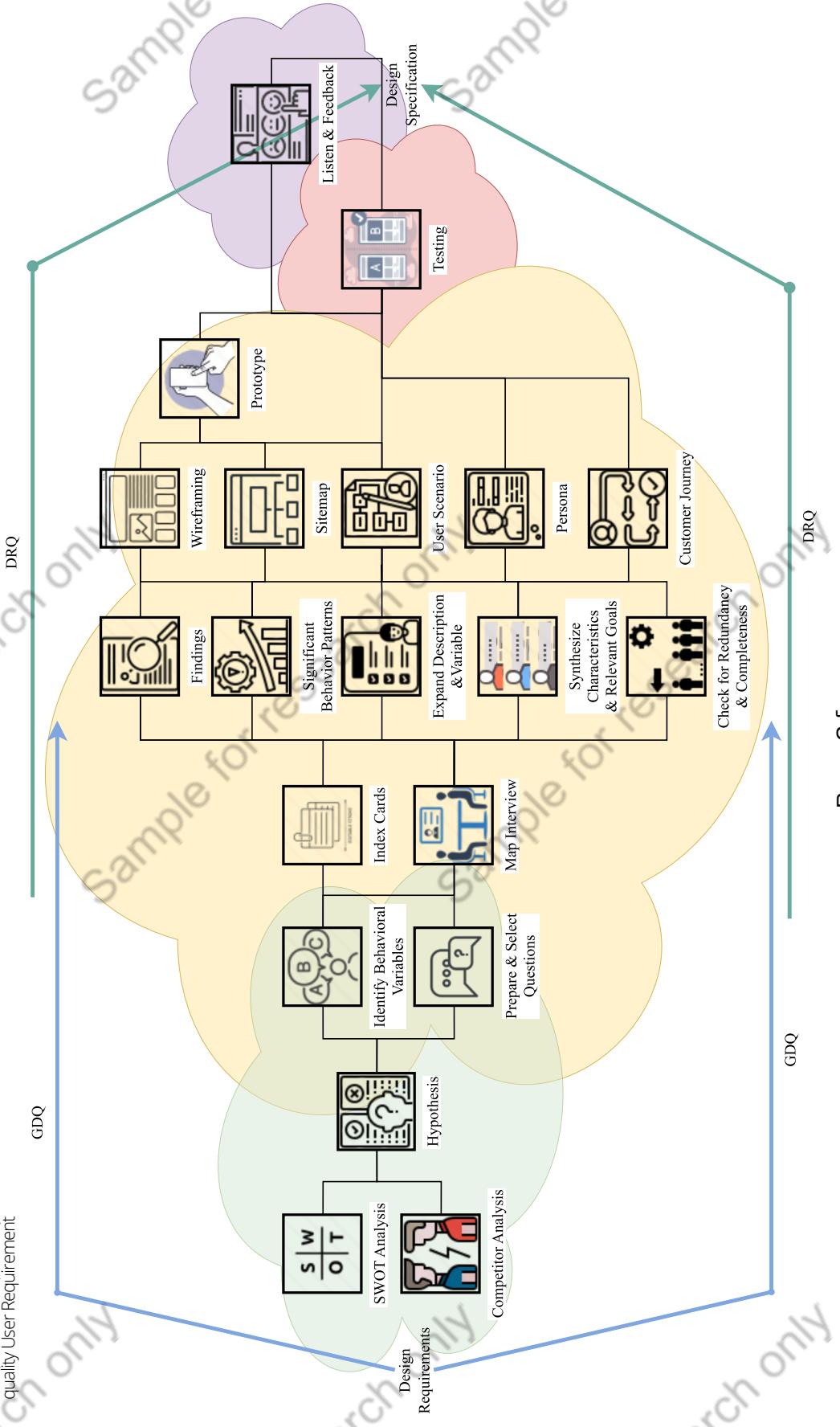
Main Student 202010370311339.class 6C Requirements Engineering in my UX diary will

tell and explain how I made a ticket booking application

flights that can make it easier to order in the use of the latest technology.

The logo for UX Journey features the word "the" in a small, black, sans-serif font at the bottom left. Above it, the letters "UX" are written in a large, bold, blue font with a red outline. To the right of "UX", the word "Journey" is written in a large, black, cursive script font.

The process to optimize your resource for the quality User Requirement



UX Journey Activities Checklist

(D) Discover

Time to work

<input checked="" type="checkbox"/> Field studies	2
<input checked="" type="checkbox"/> SWOT Analysis	6
<input checked="" type="checkbox"/> Competitor Analysis	5
<input checked="" type="checkbox"/> State Hypotheses	2
<input checked="" type="checkbox"/> Identify Behavioral Variables	10

(E) Explore

<input checked="" type="checkbox"/> Prepare Questions	5
<input checked="" type="checkbox"/> Meet Stakeholder	8
<input checked="" type="checkbox"/> Index Card	12
<input checked="" type="checkbox"/> Map Interview Subjects to Behavioral Variables	12
<input checked="" type="checkbox"/> Identify Significant Behaviour Patterns	2
<input checked="" type="checkbox"/> Synthesize Characteristics and Relevant Goals	5
<input checked="" type="checkbox"/> Check for Redundancy and Completeness	3
<input checked="" type="checkbox"/> Expand the Description of Attributes and Behaviour	2
<input checked="" type="checkbox"/> Persona	10
<input checked="" type="checkbox"/> Journey Mapping	5
<input checked="" type="checkbox"/> User Scenario and Stories	12
<input checked="" type="checkbox"/> Sitemap	12
<input checked="" type="checkbox"/> Wireframing	15

UX Activities Checklist

(T) Test

Time to work

Quantitative & Qualitative Usability Testing

8

A/B Testing

8

Objective Verification

8

Variable Verification

4

Acceptance Criteria

20

(L) Listen

Follow up

6

My Goals



1

Kickstart Project	day 1 Compile Work program	day 2 Distribution Work program	day 3 Interview stakeholders
Time allocation			
day 4 Interview Stakeholders	day 5 Making application	day 6 Making application	day 7 Making application
day 8 Making application	day 9 Test app to stakeholders	day 10 Test app to stakeholders	day 11 App revision
day 12 App revision	day 13 Application ready launched	day 14 Promosi	Deliver Project



Discover



2 menit

Field studies...

DATE 9 APRIL 2023

In the current information system in various parts of the world is very fast developing in all aspects

life. The impact of technology is growing rapidly globally. everything is accessible with technology like

One example is in the field of aviation. Aviation is currently experiencing rapid progress

specialized in booking airline tickets. The use of information systems makes it easier for prospective passengers to

Get information about flights.

E-Ticketing is an opportunity to minimize cost usage and optimize internal quality

achievement of passenger comfort. E-ticketing increases the flexibility of passengers and travel agents in

flight schedule. E-ticketing can be easily purchased by cash. check or credit/ atm. This e-ticketing

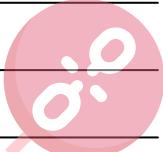
can also reduce the risk of missing tickets / losing tickets because they are virtually in the device.



6 Menit

SWOT analysis

Strength



Advantages? This application is designed with a display that is easy for users to use.



Uniqueness? This application has a transaction feature that is easy and complete in its payment.

Selling Points? Call center menu for users asking for problems



Skills? Order airplane tickets anywhere and anytime with adequate internet network coverage

Other factors? The update feature is worth it, the application is light on the device.

Weaknesses

Limitations? Tickets are limited in booking airplane tickets with various destinations

Lack of effort? safety in baggage for airline passenger goods

Problems? The flight passenger luggage placement and tracking menu is still lacking

Poor strategy? use and use of features that are rarely used

Other factors?

Opportunities

Improvements? Immigration place orders into the use of the E-Ticket application

performance? Fast and smooth in using the application

Opportunities? Baggage luggage tracking feature

Consumer behaviour? additional services to suit the needs of users

Other factors?

Threats

External trouble? Competition is so fierce in the progress created by business competitors

obstacles? Human resources and costs in making this project

Trends? Cepat dan Menyesuaikan Kemajuan teknologi informasi, kalau tidak akan kalah saing

Other factors?



5 Menit

Competitor

DIRECT COMPETITION

Direct competitor of that system

I want to make that is an application

Flight e-tickets.

INDIRECT COMPETITION

Indirect competitor of the desired system

I made the TRAVELOKA application

USER REVIEWS

Menurut pendapat dari direct yaitu pada aplikasi E-Ticket Pesawat ini terdapat beberapa kekurangan yang masih belum mendukung adanya registrasi yang mudah dengan hanya menginputkan nomer induk kewarganegaraan

H. Westhey

HYPOTHESES	PERSONAS
H0	Close friend
H1	Family
H2	Burhan
H3	Employee
H4	Student

EXPLANATION	This user has difficulty in ticket cancellation, refund process funds, and the selection of airplane seats	This user is not fluent in its use of the device and difficult to get flight information	This user has difficulty in informing his luggage, and the cost of compensation given when the goods are lost	This user has difficulty filling in personal data, because there are no documents to be prepared	This user has difficulty in charging fees, so want can use pay later

2 Menit



5 Menit

Hypotheses Explanation..

DATE 10 APRIL 2023

The hypotheses here are obtained from my observations of several personas and

information assistance from several research journals related to the e-ticket application system

flights, many personas experience problems in ticket booking problems and

cancellation. some information about the departure is also lacking, and

fast management in case of loss of luggage in baggage.

Identifier Behavioral Variables

10 Menit



10 Menit

Variable Explanation..

DATE 10 APRIL 2023

1. Menemukan hasil dari berapa orang yang kesulitan dalam pemesanan tiket pesawat dengan
cara pemesanan yang sulit
2. Menemukan hasil dari jumlah orang yang masih kesulitan dalam menggunakan system yang
kurang lancar
3. Menemukan hasil dari jumlah orang yang kesulitan dalam mengisi dokumen data diri
4. Menemukan hasil dari jumlah orang yang kesulitan dalam pembatalan tiket dan pengembalian \
dana
5. Menemukan hasil dari jumlah orang yang bermasalah dalam pembayarannya



Explore

15 minute prepare questions



5 Menit

2min

Welcome remarks

Introducing me Fadillah, is a developer who creating applications

2min

Collect demographics

managing multiple file administration, offline payments,
information, cancellation and refund

2min

Tell a story

As a passenger, you need a ticket booking application
easy, practical and fast.

2min

Problem ranking

3min

Explore customer's word view

As a passenger who uses it, how is the experience

when using this ordering application that has been felt

long time using teller services, as well as innovations that make

progress in this application

2min

Wrapping up

Thank you for taking the time and responding my evaluation.

2min

Document results

Interview documents are used for evaluation in making applications

Prepared questions



1. As someone who still doesn't understand the application, do you
2. how to order tickets correctly?
3. As a customer, how do you get to order tickets in advance
4. Busy with busy daily activities?
5. membantu mengatasi semua masalah yang anda sebut? Bila iya, fitur apa saja yang ingin anda butuhkan diaplikasi e-ticket?
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.

“

Creativity is
intelligence
having fun

Albert Einstein

Meet stakeholder



8 Menit

OBJECTIVE AND EXPECTED RESULTS

Purpose generated and created to make it easier for passengers to travel without constrained in ticket bookings, flexible in determining schedules, destination destinations, ticket costs and the level of convenience of traveling facilities, with the flexibility of changes and cancellation, with references and suggestions from passengers as stakeholders

5 MINUTES QUESTIONS

1. Apakah flight booking system ini berjalan lancar dan nyaman digunakan?
2. Apakah flight booking ini mudah dalam pemesanannya?
3. Apakah dalam mendaftar dan mengisi data diri flight booking ini sudah terasa dimudahkan? jika belum cara apa yang memudahkan anda dalam mengisi data diri?
4. Apakah menggunakan filght booking sudah tidak sulit dalam melakukan perubahan jadwal penerbangan dan pembatalan?
5. Apakah yang diharapkan pengguna dalam pemesanan tiket di flight booking ini?

Findings



8 Menit

MENTION YOUR FINDINGS

From the opinion of stakeholders, the use of this flight booking is quite easy

Ordering is also flexible. such as easy ticket booking, can directly

determine when to leave, can determine the destination, as well as complete information in

ticket costs as well as the latest information about recommended visiting destinations.

MENTION YOUR FINDINGS

This flight booking application is smooth and easy to use, which is where

The storage required by this application has been compressed and is as fast as possible in using it

this app even on less capable devices

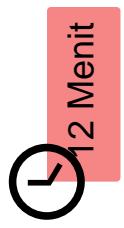
MENTION YOUR FINDINGS

Dalam mendaftar flight booking ini sudah dimudahkan dengan adanya database yang telah disiapkan.

user hanya perlu memasukkan NIK dengan begitu data user telah tercombine dengan data data

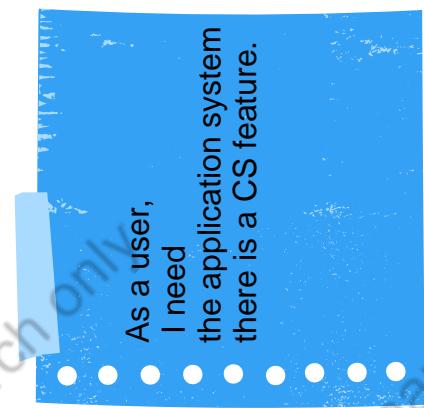
kenegaraanya.

MENTION YOUR FINDINGS



12 Menit

As a user,
I need
the application system
there is a CS feature.

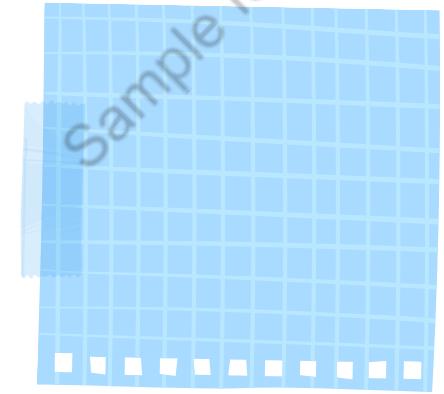
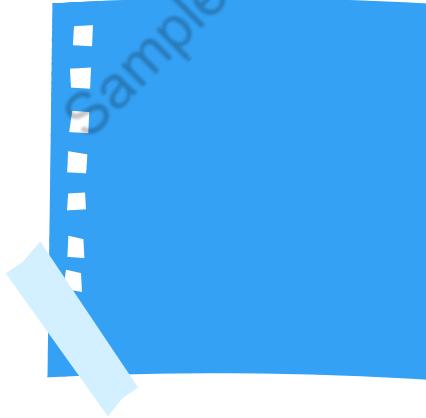
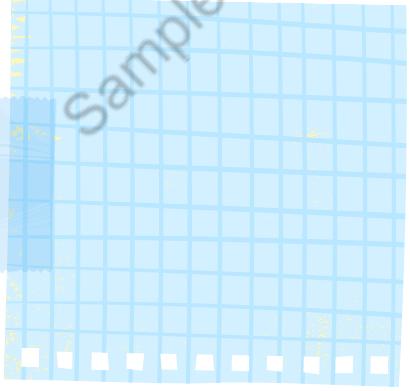


Sebagai pengguna,
saya membutuhkan
sistem aplikasi yang
dapat membatalkan
pemesanan tiket.

As a user, I
need system
application that can
display
ticket in the app.



Share your idea, write in this notes





application
who does not
burdensome

1

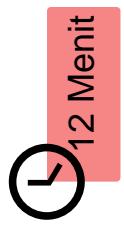
Ticket ordering
not complicated for time
change and
cancellation

3

ingin fitur yang
mendapatkan informasi
lengkap dalam destinasi

2





want to make it easy
in returns
funds when I'm
cancel ticket

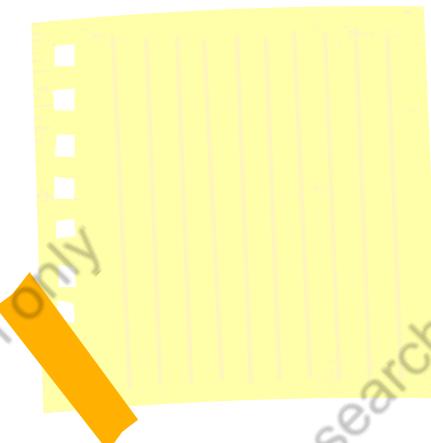
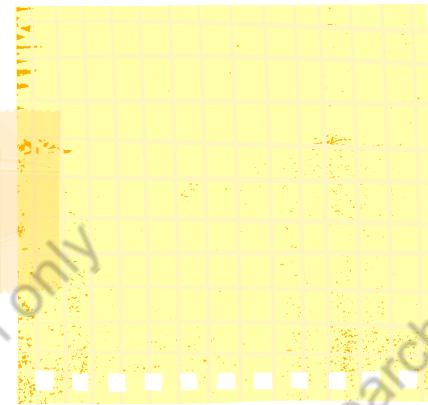
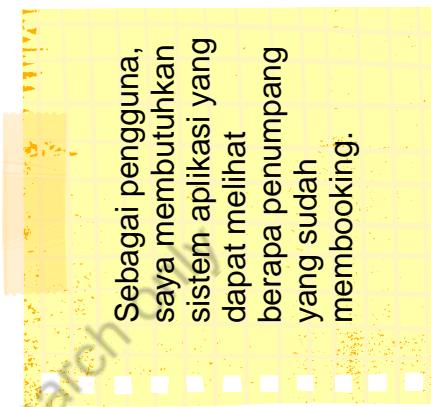
3

data validation
easy in
departure

2

dalam pembayaran
dimudahkan pemesanan
tiketnya

1



“

If a User is
having a
problem, it's
our problem.

Steve Jobs

MAP INTERVIEW

USER FEELING

Persona: Close Friend



12 Menit

Scale 1:	Scale 2:	Scale 3:	Scale 4:	Scale 5:

Variable 1. Does the flight booking system run smoothly and comfortable to use?



Scale 1:	Scale 2:	Scale 3:	Scale 4:	Scale 5:

Variable 2 Is flight booking easy? the order?



Scale 1:	Scale 2:	Scale 3:	Scale 4:	Scale 5:

Variable 3. : Apakah memudahkan anda dalam mengisi data diri?



MAP INTERVIEW

USER FEELING

Persona:



8 Menit

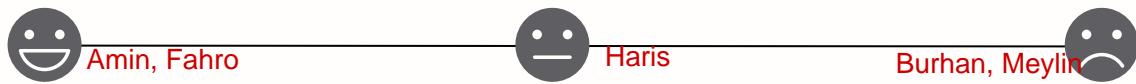
Scale 1:	Scale 2:	Scale 3:	Scale 4:	Scale 5:

Variable .4: Is using flight booking easy to make changes to flight schedules and cancellations?



Scale 1:	Scale 2:	Scale 3:	Scale 4:	Scale 5:

Variable 5 : Apakah sudah gampang memilih tempat duduk di pesawat



Scale 1:	Scale 2:	Scale 3:	Scale 4:	Scale 5:

Variable ... :



Significant Behaviour Patterns

2 Menit

Pattern Explanation..



5 Menit

DATE 14 APRIL 2023

Menjalankan hasil presentase dari hasil wawancara kepada personas :

1. Variabel pertama : 50% menjawab setuju, 40% menjawab Netral, 10% tidak

2. Variabel pertama : 20% menjawab setuju, 60% menjawab Netral, 20% tidak

3. Variabel pertama : 30% menjawab setuju, 50% menjawab Netral, 20% tidak

4. Variabel pertama : 10% menjawab setuju, 20% menjawab Netral, 70% tidak

5. Variabel pertama : 40% menjawab setuju, 20% menjawab Netral, 40% tidak

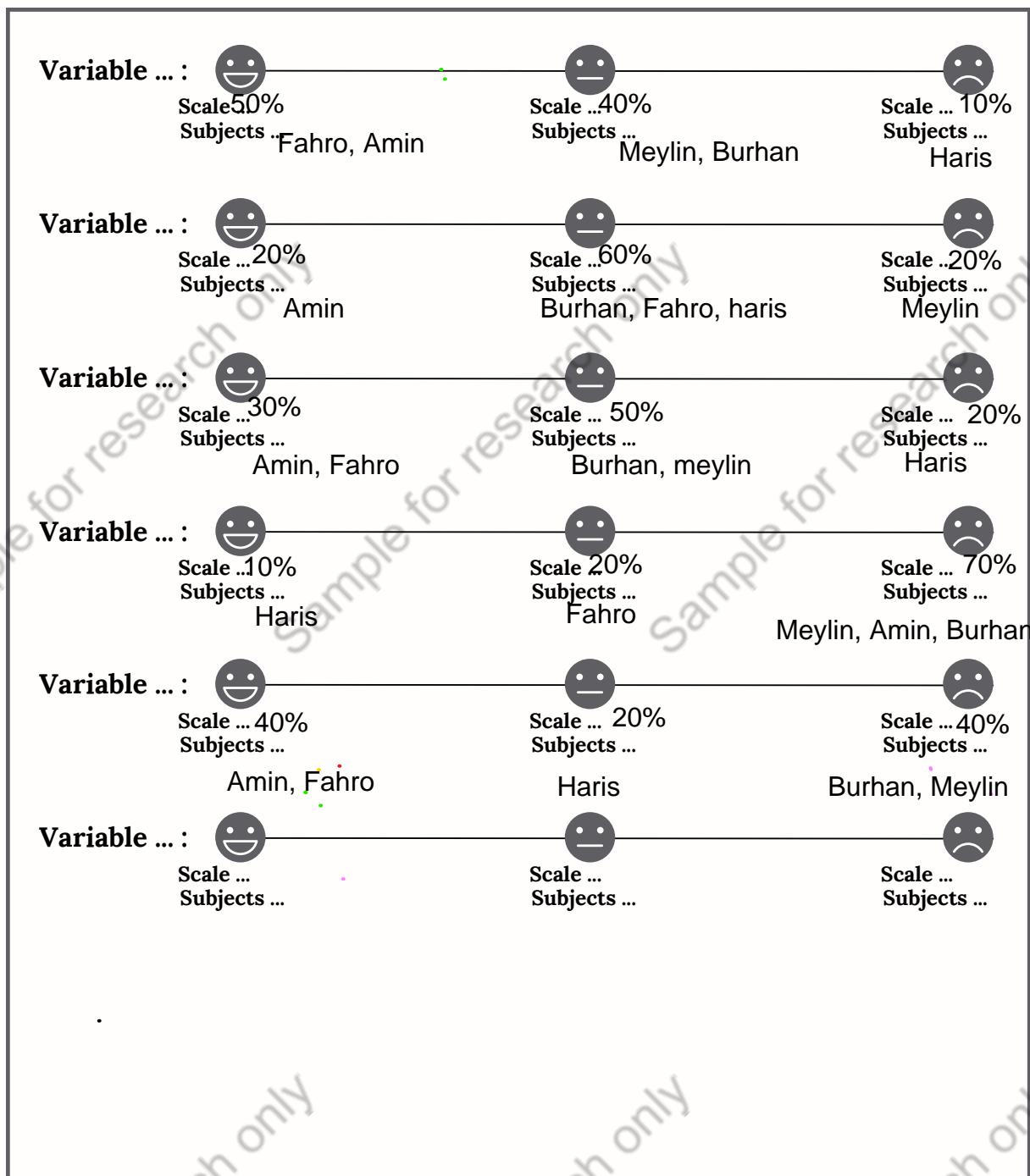
SYNTHESIZE CHARACTERISTICS AND RELEVANT GOALS

PATTERN

Persona:



5 Menit





10 Menit

Synthesize Explanation..

DATE 14 APRIL 2023

Based on the SYNTHESIZE CHARACTERISTIC AND RELEVANT GOAL data, a pattern was obtained.

The explanation is as follows:

Variable 1 Applications that do not burden users
their device

There is Persona 1 who experiences frequent difficulties

Persona 2 feels neutral on the issue of difficulty

Persona 2 feels no difficulty

Variable 2 applications are smooth in determining days and providing information

price

There is Persona 1 who experiences frequent difficulties

Persona 3 feels neutral on the issue of difficulty

Persona 1 feels no hardship

Variable 3 makes it easier to fill in personal data

There is Persona 1 who experiences frequent difficulties

Persona 2 feels neutral on the issue of difficulty

Persona 2 feels no difficulty

Variable 4 Does using flight booking make it easier to make flight schedule changes and cancellations?

There is Persona 3 who experiences frequent difficulties

Persona 1 feels neutral on the issue of difficulty

Persona 1 feels no hardship

Variable 5 Is it easy to choose a seat?

in a plane

There is Persona 2 who experiences frequent difficulties

Persona 1 feels neutral on the issue of difficulty

Persona 2 feels no difficulty

“

Want your
users to fall in
love with your
designs? Fall in
love with your
users.

Dana Chisnell

Check for Redundancy and Completeness



3 Menit



To do this validation



a number of questions have to be answered, such as are all the created personas significantly different



Do all the created personas represent the diversity of real-world behaviors and needs that the system will address



If two personas appear to differ only as to sociodemographic data



Either one of the redundant personas can be eliminated or the characteristics

of personas should be further specified to show up the distinctions



At least one significant behavior should distinguish one persona from any other



Verification with other user

Verify with 5 users (Close friends, Family, Burhan, Employees, Students)

including the following :

1. Fahro (Close Friend)

2. Meylin (Family)

3. Burhan (Friend)

4. Amin (Employee)

5. Haris (Student)



5 Menit

Verification

DATE 14 APRIL 2023

Perform verification using the 5 user persona method that utilizes

evaluation of all verified and aggregated requirements that will result

valid needs measurement.

Check for Redundancy and Completeness



2 Menit

DATE 15 APRIL 2023

Is there anything missing from the personas mappings, characteristics and objectives that needs to be added?

If so, please specify:

To satisfy stakeholder assumptions or requests, does any other persona need to be added?

If so, please specify which persona should be added:

Are they any two personas that differ only as to socio-demographic variables?

If so, please specify what decision is to be taken:

a. Remove one of the personas. If so, specify which one:

b. Examine characteristics more thoroughly and differentiate personas:

Are all created personas significantly different?

If so, please state, which personas are alike:

As a whole are the created personas representative enough of the diversity of real-world behaviour and needs?

Conclusion



2 Menit

DATE 15 APRIL 2023

Dengan mendapatkan 5 responden yang berbeda ditambah beberapa responden

yang balance. Persona yang ditentukan dengan tepat dan memiliki perbedaan yang cukup relevan dengan kebutuhan yang sesuai dengan setiap persona dan karakter dari beberapa subjek. Dengan begitu, penelitian yang dilakukan sejalan dengan

permasalahan dan solusi yang telah diberikan akan dapat menuntaskan permasalahan yang ada pada aplikasi ini kedepannya.

Expand Description and Variable



2 Menit

TODAY I AM FEELING...

quite could deal, but hoped for better

TODAY I AM GOTING TO...

a moment to calm down from facing the problem at hand, just hoping it will be good again

TODAY I AM LOOKING FORWARD TO...

get better, and don't want to be disappointed again

MY AFFIRMATION TODAY

always take care of yourself, everything has limits. do it, do it, can't try again until you can



10 Menit

Persona

DATE 15 APRIL 2023

Persona name: Fahro

Age: 21

User quote:

Lifestyle:

Skill & Knowledge:

- Internet Smartphones
- Website Social media

Others:

Roles & tasks: Workers, respondents

Profession: Worker

Personality traits/ behaviour:

Motivation:

Segment: Pengguna tiket penerbangan

Sketch persona:





10 Menit

Persona

DATE 15 APRIL 2023

Persona name: Meylin

Age: 21

User quote:

Lifestyle:

Skill & Knowledge:

- Internet Smartphones
 Website Social media

Others:

Roles & tasks: Student, Respondent

Profession: Student

Personality traits/ behaviour:

Motivation:

Segment: Special Person, E-ticket User

flight

Sketch persona:





10 Menit

Persona

DATE 15 APRIL 2023

Persona name: Burhan

Age: 32

User quote:

Lifestyle:

Skill & Knowledge:

- Internet Smartphones
- Website Social media

Others:

Roles & tasks: PNS, Responden

Profession: PNS

Personality traits/ behaviour:

Motivation:

Segment: Smartphone users but GAPTEK,
Flight E Ticket Users

Sketch persona:





10 Menit

Persona

DATE 15 APRIL 2023

Persona name: Amin

Age: 21

User quote:

Lifestyle:

Skill & Knowledge:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Internet | <input checked="" type="checkbox"/> Smartphones |
| <input checked="" type="checkbox"/> Website | <input checked="" type="checkbox"/> Social media |

Others:

Roles & tasks: Employee, Respondent

Profession: Employee

Personality traits/ behaviour:

Motivation:

Segment: Pengguna aplikasi E-ticketing,
pembeli ticket pesawat

Sketch persona:



“

To create a
memorable design,
you need to start
with a thought
that's worth
remembering.

Thomas Manss

Customer Journey Mapping

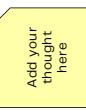


Persona 1
[Insert persona's name here]

1
Decide on a target customer persona and the scope of the journey to be explored today. Give them a visual representation, name and description.

Key Attribute

Worker
E-Ticket User



Short Description

FAHRO is a user of the E-Ticket application having problems with the airlines



2
Use sticky notes to build a back story, including the customer's reasons for taking this particular journey.

3
Ideally, 1 persona = 1 journey map. Duplicate these pages to repeat the exercise for another persona.

Needs

FAHRO needs an application that can
Get flight schedule information



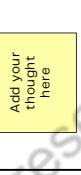
Challenges

Requires device and internet network



Opportunities

Kami dapat menambahkan dan melengkapi informasi jadwal penerbangan secara realtime di aplikasi pembaharuan





Persona 1

Describe the persona's journey in the first 3 rows, using one sticky note per action. "User actions" pertain to activities; "touchpoints" are interaction points like a website or email; and "pain points" refer to frustrations, errors and bottlenecks.

- 4** In the final row, brainstorm possible solutions or areas of opportunity to improve the persona's experience.
- 5** In the "emotions" row, move the dots up or down the colored spectrum to visually show how the persona's emotional experience rises and falls throughout the journey. Positive peaks = delight, while sudden drops = frustration.
- 6** Add your thought here

Possible Solutions	Emotions	Pain points	Toughpoints	User Actions	Consideration	Awareness
D el i g h t e d	Delighted	Flight delay	Flight delay	Check Schedule flights and routes by online	Add your thought here	
F r u s t r a t e d	Frustrated	Flight cancellation	Flight cancellation	Click the Tickets menu Aircraft	Interesting menu	
		System penerbangan lengkap	System penerbangan lengkap	System pencarian menampilkan jadwal penerbangan dengan lengkap	Simple look	

Customer Journey Mapping



BURHAN

Persona 1
[Insert persona's name here]

1

Decide on a target customer persona and the scope of the journey to be explored today. Give them a visual representation, name and description.

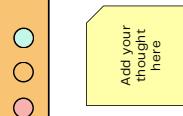
2
Use sticky notes to build a back story, including the customer's reasons for taking this particular journey.

3
Ideally, 1 persona = 1 journey map. Duplicate these pages to repeat the exercise for another persona.



5 Merit

Key Attribute



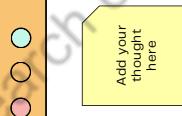
Add your thought here

civil servant
People with gaptek

Short Description

Uncle Burhan is a smartphone user who gaptek and as a user of the E-Ticket application

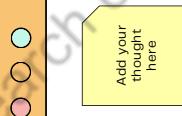
Needs



Add your thought here

Burhan needs a simple application and easy to understand in ordering

Challenges



Add your thought here

Needs more understanding to using the E-Ticket application

Opportunities



Add your thought here

We can change the login/registration feature by simply entering your KTP NIK, and an easy display in its use



Persona 1

Describe the persona's journey in the first 3 rows, using one sticky note per action. "User actions" pertain to activities; "touchpoints" are interaction points like a website or email; and "pain points" refer to frustrations, errors and bottlenecks.

5

In the "emotions" row, move the dots up or down the colored spectrum to visually show how the persona's emotional experience rises and falls throughout the journey. Positive peaks = delight, while sudden drops = frustration.

6

In the final row, brainstorm possible solutions or areas of opportunity to improve the persona's experience.

Possible Solutions	Solutions	Emotions	Pain Points	Touchpoints	User Actions	Awareness	Consideration	Purchase	Onboarding	Advocacy

Add your thought here

Add your thought here

The menu display
thought simple

Login with NIK
thought here

Order tickets with
thought application

The menu is too simple
looks lonely features

Lack of choice
other options

login menu
single one

Delighted

Frustrated

Click NIK:

Ticket Menu

Order menu
complete

Customer Journey Mapping



Persona 1
[Insert persona's name here]

- Decide on a target customer persona and the scope of the journey to be explored today. Give them a visual representation, name and description.

1

2

- Use sticky notes to build a back story, including the customer's reasons for taking this particular journey.

3

Ideally, 1 persona = 1 journey map. Duplicate these pages to repeat the exercise for another persona.



Key Attribute



Short Description

Student Respondents



Meylin is a special respondent at the same time E-Ticket application users, who have problem with ordering

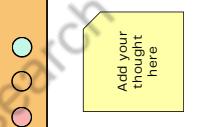
Needs



Challenges



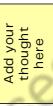
Requires Device and internet network
Meylin needs an app that can cancel flight ticket and refund easily



Opportunities



We can add features that can instantly cancel tickets and quickly refund transactions





Persona 1

- 4** Describe the persona's journey in the first 3 rows, using one sticky note per action. "User actions" pertain to activities; "touchpoints" are interaction points like a website or email; and 'pain points' refer to frustrations, errors and bottlenecks.

5 In the "Emotions" row, move the dots up or down the colored spectrum to visually show how the persona's emotional experience rises and falls throughout the journey. Positive peaks = delight, negative peaks = frustration.

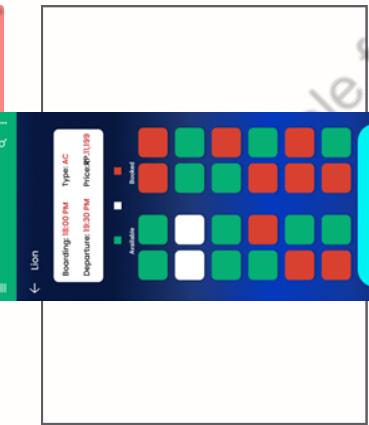
6 In the final row, brainstorm possible solutions or areas of opportunity to improve the persona's experience.

“

Usability rules the Web. Simply stated, if the customer can't find a product, then he or she will not buy it.

Jakob Nielsen

User Scenarios and Stories



Users can choose available seats



Users can choose Schedules, types and prices



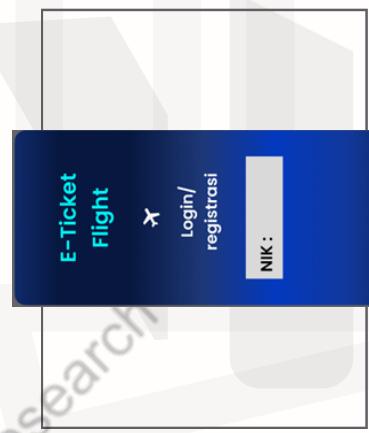
User can cancel ticket after doing ticket reservations



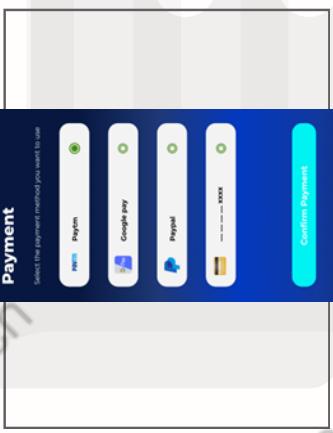
Users can choose 3 menu types of ordering



The user has been successful after doing payment



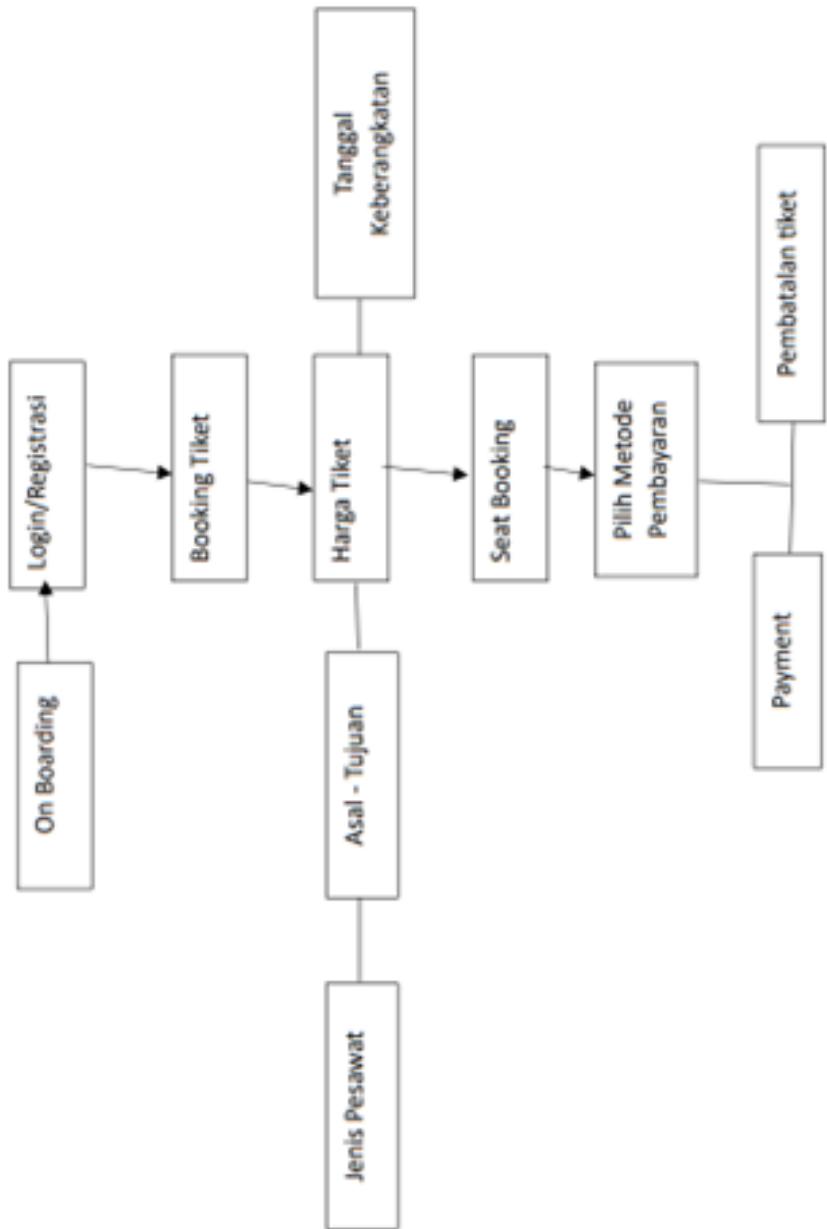
Users can register with NIK



User can Choose payment method

Siti Wardha

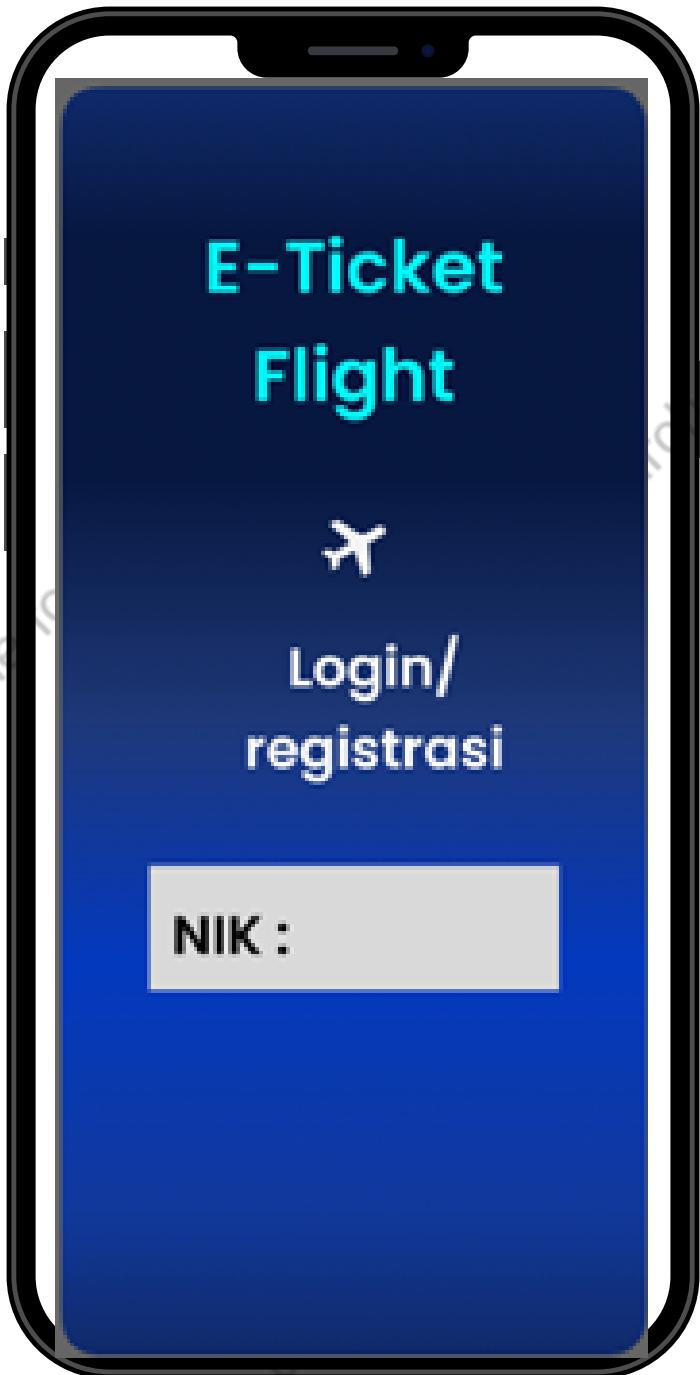
12 Menit



Wireframing



8 Menit



Screen name:

LOGIN/ Registrasi

Component:

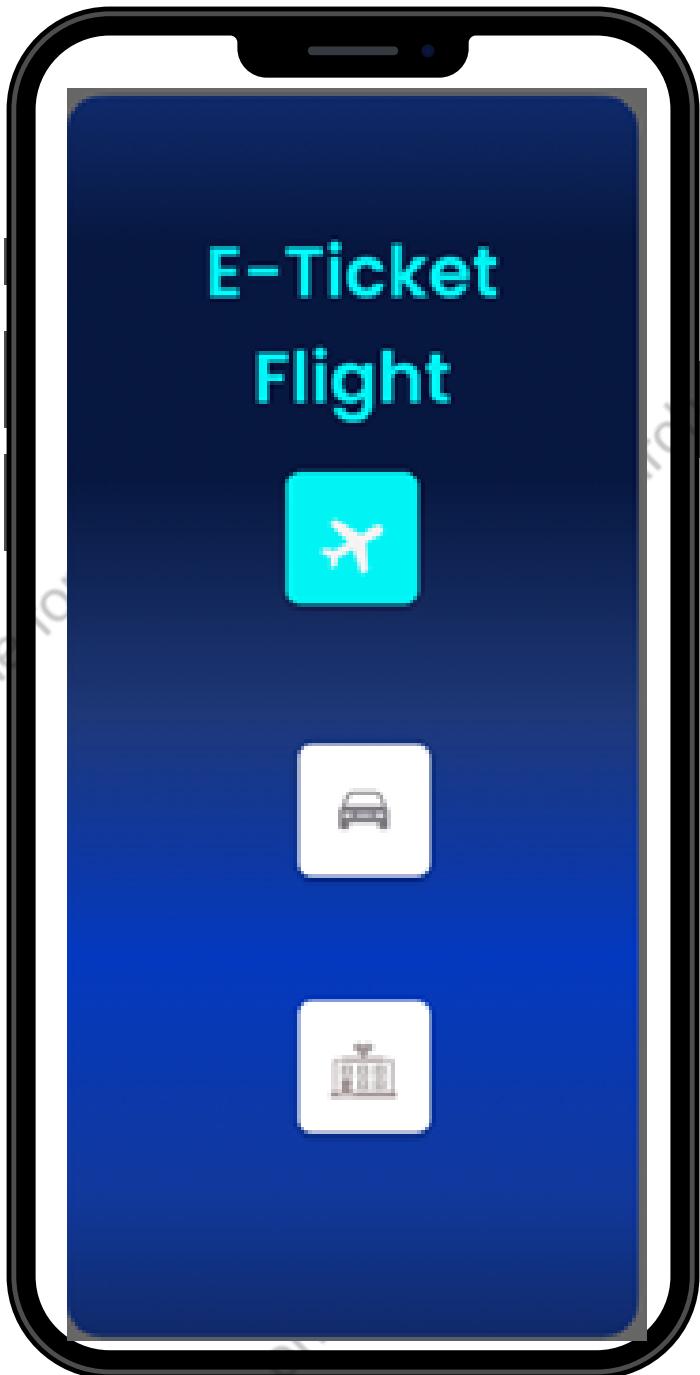
NIK :

Heuristic violated:

Wireframing



10 Menit



Screen name:

Menu

Component:

Plane

Car Airport

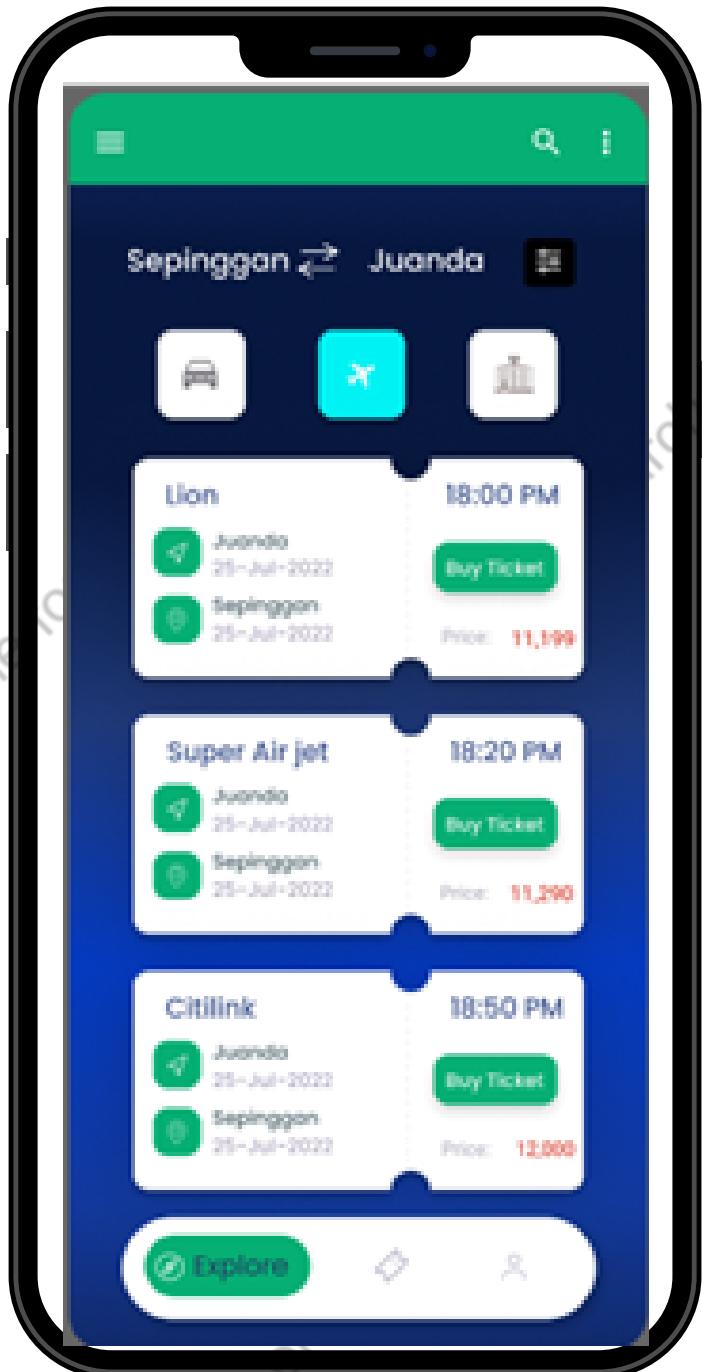
Hotel Airport

Heuristic violated:

Wireframing



15 Menit



Screen name:

Booking

Component:

Button

Goals and beginnings
timetable

Price

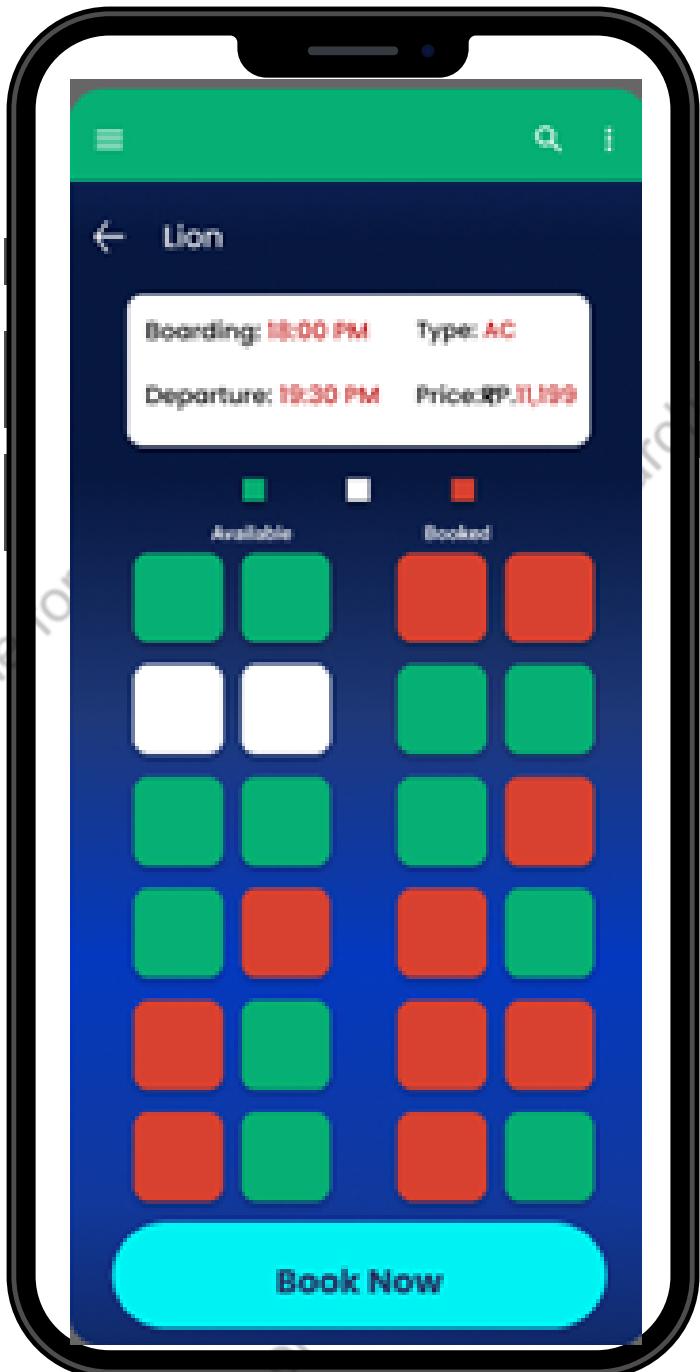
Beli tiket

Heuristic violated:

Wireframing



15 Menit



Screen name:

Seat Booking

Component:

Select Seat Green

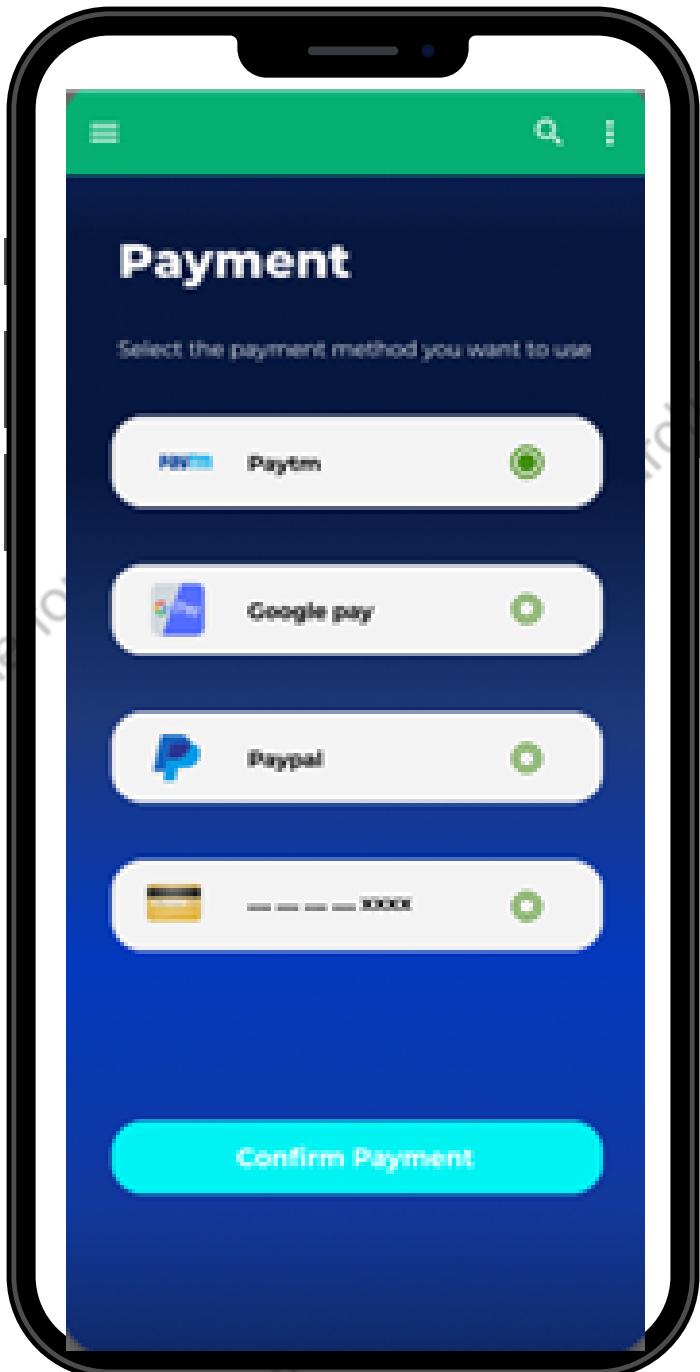
Book Now

Heuristic violated:

Wireframing



15 Menit



Screen name:

Payment

Component:

Paytm

Google play

Paypal

Debit

Confirm Payment

Heuristic violated:

Wireframing



5 Menit



Screen name:

Payment Succesfull

Component:

Button

Heuristic violated:

Wireframing



10 Menit



Screen name:

Cancel Ticket

Component:

Button Batal

Heuristic violated:

Qual & Quant



8 Menit

QUALITATIVE RESEARCH

- Focus on "why"
- inform design decisions
- identify usability issues and find solutions
- Findings based on the researcher's impressions, interpretations, and prior knowledge

QUANTITATIVE RESEARCH

- Focus on "how many" & "how much"
- evaluate the usability of an existing site
- track usability over time
- compare site with competitors

USER REVIEWS

Alasan saya menggunakan penelitian quantitative ini adalah pada penelitian saya ini memakai survey

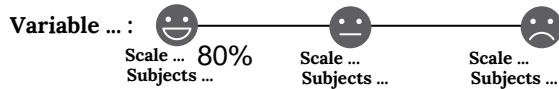
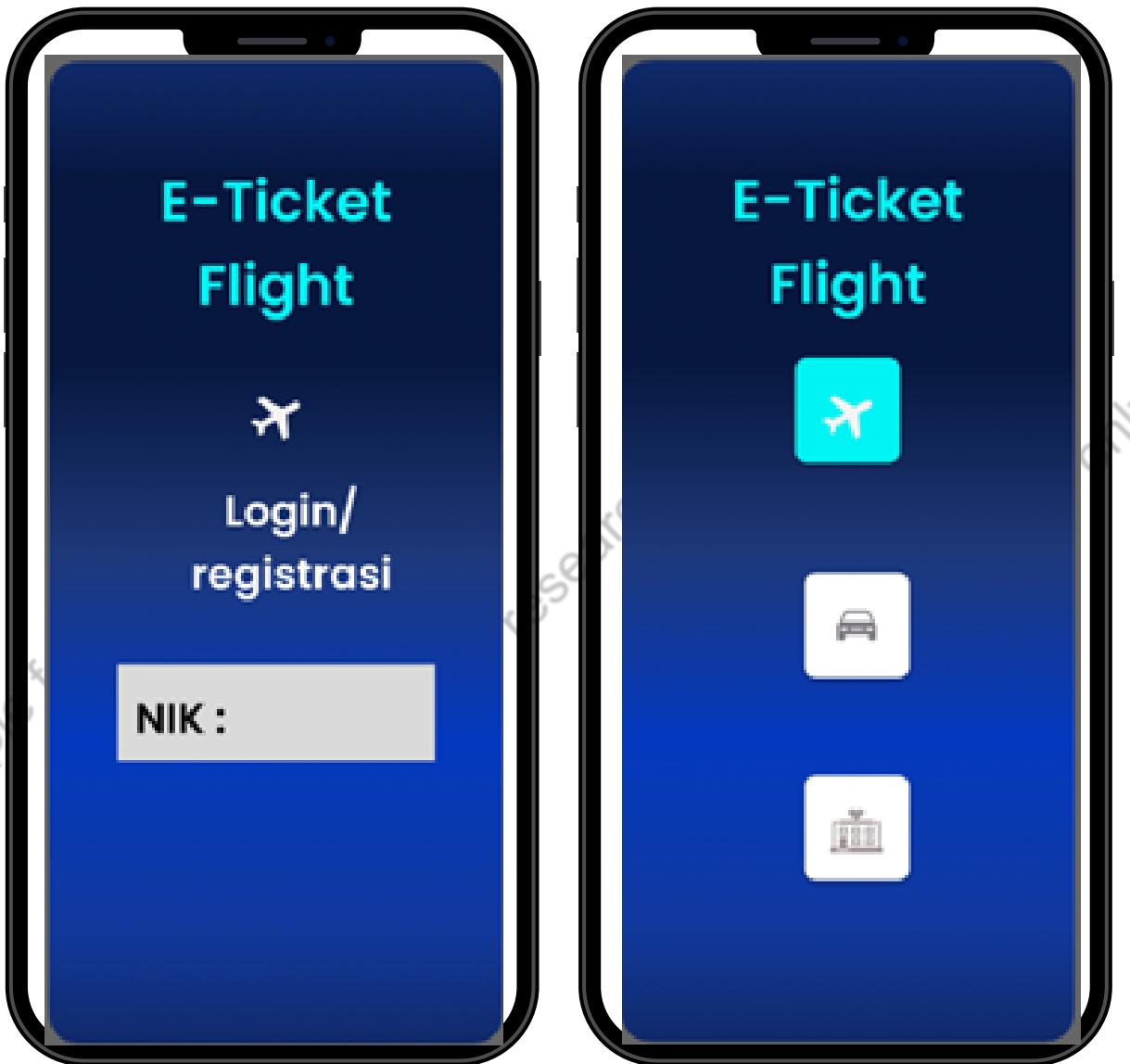
dengan memberikan beberapa pertanyaan oleh beberapa persona dengan melakukan kuesioner untuk

mendapatkan value dari aplikasi yang akan dikembangkan.

AB Testing



8 Menit

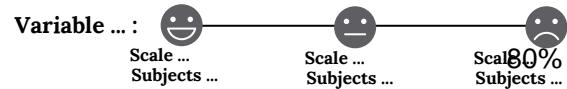


Fahro, Burhan, Meylin, Amin

Note: On this feature the user feels

happy for the easy login

just use NIK



Burhan, haris, Amin, Meylin

Note: In this view less users

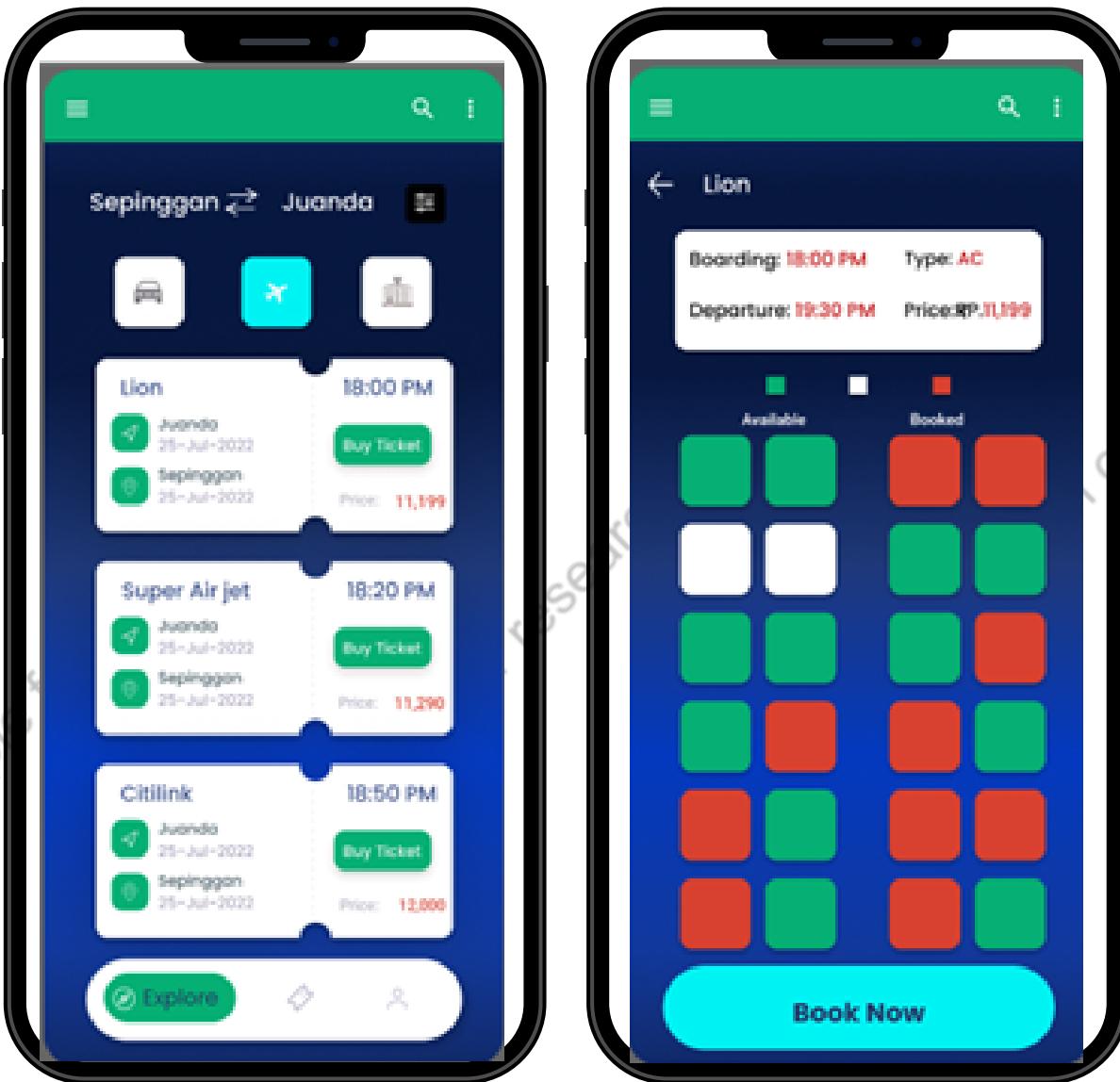
satisfied because many menus are not too

important

AB Testing



8 Menit



Variable ... :
Scale ... Subjects ...
80%
Meylin, Burhan, Amin, Haris

Note: In this view the user feels happy because

there is a lot of schedule information developments
and features that are easy to understand

Variable ... :
Scale ... Subjects ...
80%
Meylin, Burhan, Amin, Haris

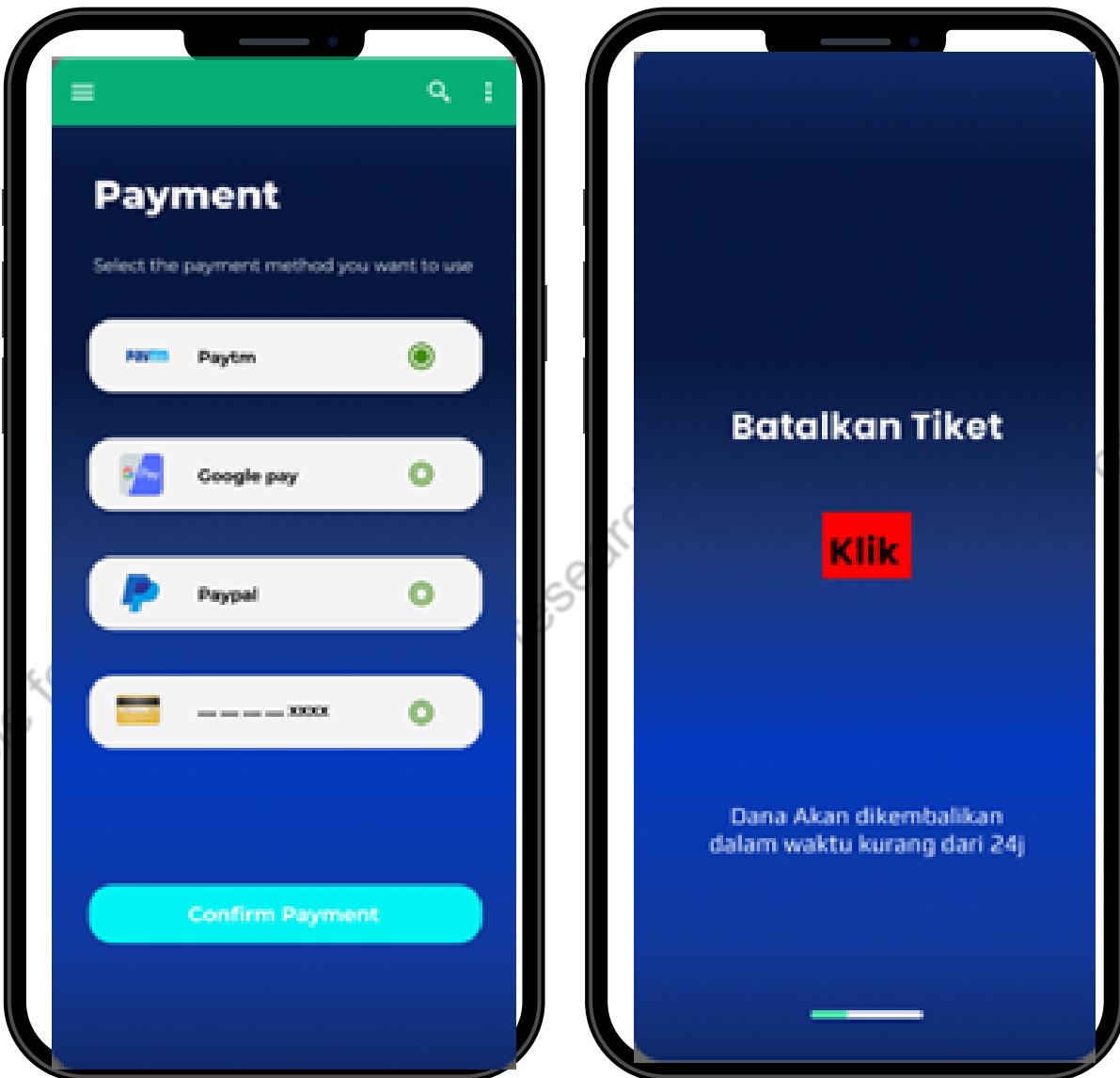
Note: In this feature users are quite happy

because the selection of airplane seats is simple
and easy

AB Testing

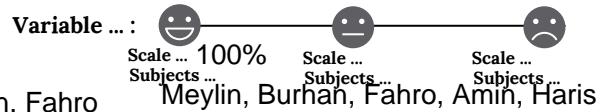


8 Menit



Note: In this view the user is not satisfied

because of the lack of payment type options



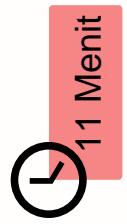
Note: Pada fitur ini penngguna sudah cukup

senang karena adanya fitur yang langsung
memudahkan dalam perubahan jadwal tiket

Verification

HYPOTHESES	PERSONAS
H0	People who love to travel From the results of the system testing above, if a test is carried out Compared with similar applications, users have Have experienced this ticket booking application system already according to what users expect and can functions according to its use.

EXPLANATION



11 Menit

Objective Explanation..



8 Menit

DATE 15 APRIL 2023

My reason for making the initial menu simple is because it makes it easier for users to do it

registration because many users also have problems registering and filling in their personal data,

By registering or logging in using your NIK, it makes it easier to enter the application.

as well as the ticket cancellation feature which is often a problem in terms of

Changes in airline ticket schedules due to several reasons by the user, with this feature

makes it easier for users to cancel their tickets.

Objective Behavioral Variables

OBSERVED BEHAVIORAL VARIABLE

SCALE	4 Menit
Ease of getting schedules and destinations	90% have been represented by user stories of people who like them traveling
Ease of searching for airfare prices	90% have been represented by user stories of people who like them traveling
Added payment method features that can customized	90% have been represented by user stories of people who like them traveling
Ease of canceling orders	90% have been represented by user stories of people who like them traveling
Ease in determining the aircraft seat	90% have been represented by user stories of people who like them traveling
Ease of filling in personal data	90% have been represented by user stories of people who like them traveling

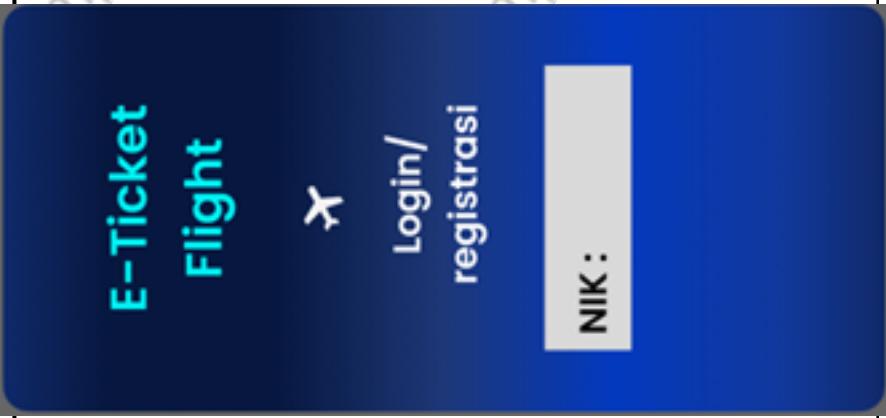
1

4 Menit

Acceptance Criteria



20 Menit

Positive Case			
Given	When	Then	User Interface
Use open the app	Open Application	The application displays the initial menu to login registration with NIK	 <p>E-Ticket Flight</p> <p>NIK :</p> <p>X Login/ registrasi</p>

Acceptance Criteria

Positive Case			
Given	When	Then	User Interface
User open application	Change amount passenger	<p>The application displays the type of aircraft that is selected available</p> <p>Origin Type : Strings Minimum : 4 Characters Maximum : 25 Characters Dropdown appears Required Objective</p> <p>Type : Strings Minimum : 4 Characters Maximum : 25 Characters Dropdown appears Required Departure</p> <p>Type : date Date pop-up appears back</p> <p>Type : date Date pop-up appears</p>	

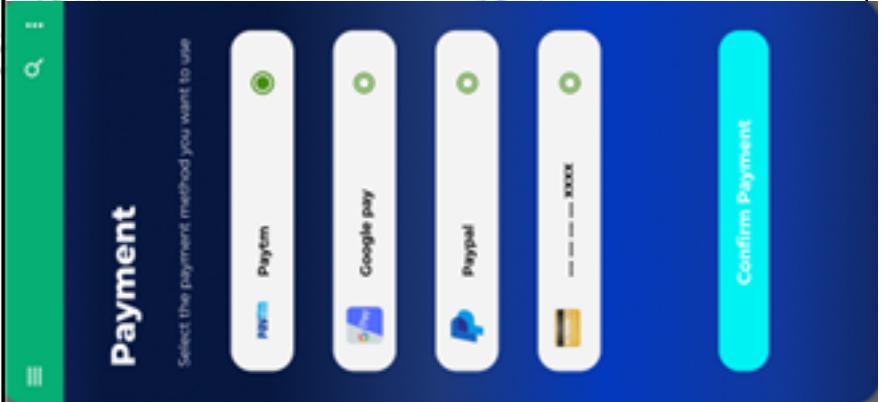


20 Menit

Acceptance Criteria



20 Menit

Positive Case			
Given	When	Then	User Interface
User opens application	When the user has select the destination plane	The application displays several types payment Payment Type : Integer Minimum : 10 Maximum : 50 Dropdown appears	

Acceptance Criteria



20 Menit

Positive Case			
Given	When	Then	User Interface
User is on the page	Click cancel	Membatalkan tiket yang telah dipesan dan dana akan dikembalikan dalam waktu 24 jam	<p>Batalkan Tiket</p> <p>Klik</p> <p>Dana Akan dikembalikan dalam waktu kurang dari 24 jam</p>



Follow up.



6 Menit

DATE 15 APRIL 2023

The airline ticket booking system that we have developed is in accordance with what

required by users such as the flight schedule feature, registration with NIK,

Flight ticket cancellation, real-time information. After making observations and

further analysis, users also still need integration with this train ordering system

Airline ticket booking system with passengers' needs for booking tickets.



The process to optimize your resource for the quality User Requirement

FROM DEVELOPER TO
DEVELOPER

