

**PENERAPAN METODE USER EXPERIENCE DESIGN THINKING
DALAM LMS UNTUK MENINGKATKAN KENYAMANAN GURU DI
USIA SENJA
STUDI KASUS: SMAN 77 JAKARTA**

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Diajukan untuk memenuhi bagian dari syarat memperoleh gelar Sarjana pada
Program Studi Ilmu Komputer



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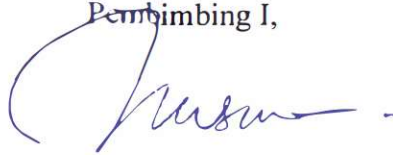
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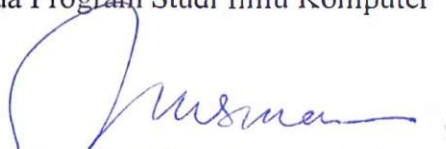


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ABSTRAK

Learning Management System (LMS) adalah salah satu sistem pembelajaran daring yang banyak digunakan oleh institusi pembelajaran. Meskipun sering digunakan ternyata banyak guru yang sudah berusia lanjut mengalami kesulitan dalam menggunakan LMS, hal ini berdampak kepada penurunan efektifitas belajar mengajar sehingga diperlukan sebuah pengembangan sistem LMS yang sudah ada. *Design thinking* adalah salah satu *metode user experience* yang dapat membantu proses pengembangan sistem LMS dari sisi pengalaman pengguna karena metode ini membuat pengembang berempati terhadap guru yang sudah berusia lanjut sebagai pengguna sehingga melahirkan solusi yang sesuai dengan masalah yang ada. Setelah menggunakan metode *design thinking* untuk mengembangkan LMS, data validasi kemudian dikumpulkan menggunakan metode *User Experience Questionnaire* (UEQ). UEQ adalah sebuah kuesioner yang didesain secara khusus sehingga dapat secara cepat dan tepat mengumpulkan data mengenai kenyamanan pengguna saat menggunakan sebuah aplikasi. Hasil UEQ menunjukkan bahwa penggunaan *Design Thinking* menghasilkan sebuah produk dengan nilai *User Experience* (UX) yang berada pada rentang *excellent* dengan nilai *mean* paling kecil dalam salah satu aspek adalah 1.815. Selain menggunakan UEQ dalam validasi, *System Usability Scale* (SUS) juga digunakan, SUS dapat menghitung nilai *usability* dalam sebuah aplikasi yang menunjukkan kebergunaan dari aplikasi tersebut. Jawaban pengguna dari SUS menghasilkan skor 76 yang jika dibandingkan dengan produk awal dengan skor 50.

Kata Kunci: *Learning Management System, Design Thinking, User Experience, User Experience Questionnaire, Sistem Pembelajaran Daring*

**APPLICATION OF USER EXPERIENCE DESIGN THINKING METHOD IN
LMS TO IMPROVE USER COMFORT FOR TEACHER IN OLD AGE
CASE STUDY: SMAN 77 JAKARTA**

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ABSTRACT

Learning Management System (LMS) is one of the online learning systems that is widely used by learning institutions. Although it is often used, it turns out that many elderly teachers have difficulty using the LMS, this has an impact on reducing the effectiveness of teaching and learning so that a development of the existing LMS system is needed. Design thinking is one of the user experience methods that can help the LMS system development process from the user experience side because this method makes developers empathize with elderly teachers as users so as to produce solutions that are in accordance with existing problems. After using the design thinking method to develop the LMS, validation data was then collected using the User Experience Questionnaire (UEQ) method. UEQ is a specially designed questionnaire that can accurately and precisely collect data about user comfort when using an application. The UEQ results show that the use of Design Thinking produces a product with a User Experience (UX) value that is in the excellent range with the smallest mean value in one aspect is 1.815. In addition to using UEQ in validation, the System Usability Scale (SUS) is also used, SUS can calculate the usability value in an application that shows the usefulness of the application. The user's answer from SUS resulted in a score of 76 which when compared to the initial product with a score of 50.

Keyword: *Learning Management System, Design Thinking, User Experience, User Experience Questionnaire, Online learning System*

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