ABSTRAK

Teknologi informasi memberikan dorongan kemajuan berbagai sektor, termasuk pada layanan kesehatan. Sistem digital dapat meningkatkan kualitas pelayanan. Reservasi menggunakan *WhatsApp* masih menjadi sarana yang digunakan Klinik Gigi White Dental Care. Proses penjadwalan pasien masih bergantung pada jam kerja admin yang sering menimbulkan keterlambatan respons. Tujuan dari penelitian ini untuk merancang *user interface* (UI) dan *user experience* (UX) sistem reservasi dengan metode *activity centered design* (ACD). Tahapan dari metode ACD terdiri dari *observing, reframing, converging,* dan *experimenting.* Data yang didapatkan berdasarkan hasil observasi dan wawancara yang dilakukan kepada lima pasien serta pemilik klinik. Hasil dari perancangan *mockup* dan *wireframe* berupa *prototype* yang diuji menggunakan *maze* melalui *usability testing* yang meliputi *task success, efficiency,* dan *learnability.* Hasil pengujian dalam menyelesaikan tugas dengan rata-rata waktu 27,95 detik dan nilai *learnability* sebesar 51,67%. *Prototype* telah mengakomodasi kebutuhan utama pengguna, tetapi navigasi dan alur tugas masih memerlukan perbaikan.

Kata Kunci: *User Inteface, User Experience, Activity Centered Design,* Reservasi Klinik, *Usability Testing*

ABSTRACT

Information technology drives progress in various sectors, including healthcare. Digital systems can improve the quality of service. White Dental Care Clinic still uses WhatsApp for appointments. The patient scheduling process remains dependent on the administrative staff's working hours, which often leads to delayed responses. The objective of this study is to design the user interface (UI) and user experience (UX) of the appointment scheduling system using the activity-centered design (ACD) method. The stages of the ACD method consist of observing, reframing, converging, and experimenting. The data was obtained from observations and interviews conducted with five patients and the clinic owner. The results of the mockup and wireframe design took the form of a prototype that was tested using a maze-based usability test covering task success, efficiency, and learnability. The test results showed an average task completion time of 27.95 seconds and a learnability score of 51.67%. The prototype has accommodated the users' primary needs, but navigation and task flow still require improvement.

Keywords: *User Interface, User Experience, Activity Centered Design, Clinic Appointments, Usability Testing*