Book of Abstracts

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User-Centered Design for Website and Mobile Application to Monitor Recovery Process of Post-Treatment Mental Disorders

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ABSTRACT

Mental health is still considered as a significant health problem in the world, including in Indonesia. Most patient's family are lacking the knowledge on how to assess the patient in the post-treatment period is one main factor of this problem, causing many post-treatment psychiatric patients left ignored. A proper implementation of information technology can resolve this problem by developing an application that can help the patient's family indirectly connected with the hospital or health center, making the communication in the post-treatment period easier. However, several aspects need to be carefully prepared when building a software, including determining the interface and functions available within the application. The developer must understand the user requirements in using the application, as well as how to make it user friendly. Therefore the design process is an important measurement tool in terms of software development. One method that can determine the user requirement is the User-Centered Design method. This method directly involves the user at an early stage of software development so that the users can tell what they need in the application, provide suggestions for the interface design, and fill in the usability scale system questionnaire to help the developer assess whether the

interface design is acceptable or not. This study successfully developed the interface design of JiwaMuKu application and has been able to meet all the user requirements by using the User-Centered Design method. The interface design test was carried out using the system usability scale and scored 75.33 which is considered good and acceptable for further development.

keyword : user-centered design, mental disorder, system usability scale, user interface, user experience,