

## DAFTAR ISI

|                                                              |     |
|--------------------------------------------------------------|-----|
| HALAMAN JUDUL .....                                          | i   |
| KATA PENGANTAR.....                                          | v   |
| DAFTAR ISI .....                                             | vii |
| DAFTAR GAMBAR.....                                           | 10  |
| DAFTAR TABEL .....                                           | 15  |
| LAMPIRAN .....                                               | 16  |
| INTISARI .....                                               | 17  |
| ABSTRACT .....                                               | 19  |
| BAB I PENDAHULUAN .....                                      | 20  |
| 1.1. Latar Belakang.....                                     | 20  |
| 1.2. Rumusan Masalah .....                                   | 23  |
| 1.3. Batasan Masalah .....                                   | 23  |
| 1.4. Tujuan Proyek Akhir .....                               | 23  |
| 1.5. Manfaat Proyek Akhir .....                              | 24  |
| 1.6. Sistematika Penulisan .....                             | 24  |
| BAB II TINJAUAN PUSTAKA .....                                | 26  |
| 2.1. Studi Pustaka.....                                      | 26  |
| 2.2. Dasar Teori .....                                       | 33  |
| 2.2.1. Profil PT Grace Technic .....                         | 33  |
| 2.2.2. Sumber Daya Manusia (SDM) .....                       | 34  |
| 2.2.3. <i>Human Resource Information System</i> (HRIS) ..... | 35  |
| 2.2.4. User Interface (UI).....                              | 36  |
| 2.2.5. User Experience (UX) .....                            | 38  |
| 2.2.6. Arsitektur Informasi .....                            | 39  |

|                                  |                                          |    |
|----------------------------------|------------------------------------------|----|
| 2.2.7.                           | The Five Planes .....                    | 39 |
| 2.2.8.                           | Card Sorting.....                        | 41 |
| 2.2.9.                           | Interactive Dialogue Model (IDM).....    | 41 |
| 2.2.10.                          | A/B Testing .....                        | 44 |
| 2.2.11.                          | <i>System Usability Scale</i> (SUS)..... | 45 |
| 2.2.12.                          | Usability Testing .....                  | 47 |
| 2.3.                             | Hipotesis .....                          | 47 |
| BAB III METODE PENELITIAN .....  |                                          | 49 |
| 3.1.                             | Objek Penelitian.....                    | 49 |
| 3.2.                             | Lokasi Penelitian.....                   | 49 |
| 3.3.                             | Data Penelitian .....                    | 49 |
| 3.4.                             | Alat dan Bahan Penelitian.....           | 50 |
| 3.5.                             | Tahap Penelitian Proyek Akhir .....      | 50 |
| 3.5.1.                           | Kajian Literatur.....                    | 51 |
| 3.5.2.                           | <i>Strategy planes</i> .....             | 51 |
| 3.5.3.                           | <i>Scope Planes</i> .....                | 52 |
| 3.5.4.                           | <i>Structure Planes</i> .....            | 53 |
| 3.5.5.                           | <i>Skeleton Planes</i> .....             | 54 |
| 3.5.6.                           | <i>Surface Planes</i> .....              | 54 |
| 3.5.7.                           | <i>A/B Testing</i> .....                 | 54 |
| 3.5.8.                           | <i>System Usability Scale</i> (SUS)..... | 55 |
| 3.6.                             | Populasi Partisipan Penelitian.....      | 55 |
| 3.7.                             | Analisis Data.....                       | 55 |
| 3.8.                             | Perancangan Alat .....                   | 55 |
| 3.8.1.                           | Instrumen Pengukuran Penelitian.....     | 55 |
| BAB IV HASIL DAN PEMBAHASAN..... |                                          | 57 |

|                     |                                                                   |     |
|---------------------|-------------------------------------------------------------------|-----|
| 4.1.                | <i>Strategy Planes</i> .....                                      | 57  |
| 4.1.1.              | Kebutuhan Pengguna ( <i>User Needs</i> ).....                     | 57  |
| 4.1.2.              | User Persona .....                                                | 64  |
| 4.2.                | Scope Planes .....                                                | 66  |
| 4.2.1.              | Spesifikasi Fungsional.....                                       | 66  |
| 4.2.2.              | Skenario Pengguna .....                                           | 69  |
| 4.3.                | Structure Planes .....                                            | 70  |
| 4.3.1.              | Hybrid Card Sorting .....                                         | 71  |
| 4.3.2.              | Interactive Dialogue Model (IDM).....                             | 75  |
| 4.3.3.              | User Flow .....                                                   | 88  |
| 4.4.                | Skeleton Planes .....                                             | 115 |
| 4.4.1.              | Komparasi Desain Arsitektur Informasi.....                        | 116 |
| 4.4.2.              | Wireframe Hybrid Card Sorting.....                                | 118 |
| 4.4.3.              | Wireframe Page Interactive Dialogue Model (P-IDM).....            | 120 |
| 4.5.                | Surface Planes.....                                               | 122 |
| 4.5.1.              | <i>Design Guidelines</i> .....                                    | 122 |
| 4.5.2.              | High-fidelity <i>Hybrid Card Sorting</i> .....                    | 123 |
| 4.5.3.              | <i>High-fidelity</i> Page Interactive Dialogue Model (P-IDM)..... | 135 |
| 4.6.                | A/B Testing.....                                                  | 150 |
| 4.6.1.              | Pengujian Metode <i>Hybrid Card Sorting</i> .....                 | 152 |
| 4.6.2.              | Pengujian Metode IDM .....                                        | 155 |
| BAB V PENUTUP ..... |                                                                   | 161 |
| 5.1.                | Kesimpulan .....                                                  | 161 |
| 5.2.                | Saran .....                                                       | 162 |
| DAFTAR PUSTAKA..... |                                                                   | 163 |
| LAMPIRAN .....      |                                                                   | 167 |