

## DAFTAR PUSTAKA

- Albert, W., & Tullis, T. (2022). *Measuring the user experience: Collecting, analyzing, and presenting usability metrics* (3rd ed.). Morgan Kaufmann.
- Babich, N. (2017). Figma: The collaborative interface design tool. *UX Planet*.
- Creswell, J. W., & Creswell, J. D. (2018). *Research design: Qualitative, quantitative, and mixed methods approaches* (5th ed.). SAGE Publications.
- Dennis, A., Wixom, B. H., & Roth, R. M. (2019). *Systems analysis and design* (7th ed.). John Wiley & Sons.
- Dumas, M., La Rosa, M., Mendling, J., & Reijers, H. A. (2018). *Fundamentals of business process management* (2nd ed.). Springer.
- Farzana, A. R., Wjjanarko, C. D., Anggoro, A. G. V. E., Maulana, I. Z., Arifian, R. M., & Irawan, B. (2025). Perancangan antarmuka aplikasi pemesanan jasa GOSERVICE berbasis web menggunakan prototyping. *Jurnal Pustaka Nusantara Multidisiplin*, 3(3).  
<https://journalpustaka.com/index.php/jpnm/article/view/619>
- International Organization for Standardization. (2019). *Ergonomics of human-system interaction — Part 210: Human-centred design for interactive systems* (ISO 9241-210:2019).
- Johnson, J. (2020). *Designing with the mind in mind: Simple guide to understanding user interface design guidelines* (3rd ed.). Morgan Kaufmann.
- Laudon, K. C., & Laudon, J. P. (2020). *Management information systems: Managing the digital firm* (16th ed.). Pearson.
- Lazar, J., Feng, J. H., & Hochheiser, H. (2018). *Research methods in human-computer interaction* (2nd ed.). Morgan Kaufmann.
- Manurung, J., Fauzi, A., & Alam, P. (2022). UI/UX design of ineffable psychological counseling mobile application using design thinking method. *Sinkron: Jurnal dan Penelitian Teknik Informatika*, 7(3), 850–858.  
<https://doi.org/10.33395/sinkron.v7i3.11582>

- Maze. (2024). Measuring usability: The Maze usability score (MAUS). *Maze Official Documentation*. <https://maze.co/docs>
- Multazam, M., Andhiza, T., Fitri, I., & Rubhasy, A. (2022). User experience design in car wash search applications using UCD (User-Centered Design) method. *SMATIKA Jurnal*, 12(1). <https://jurnal.ubhinus.ac.id/SMATIKA/article/view/581>
- Nurmanah, I., & Nugroho, E. S. (2021). Pengaruh kepercayaan (trust) dan kualitas pelayanan online (e-service quality) terhadap keputusan pembelian online shop Bukalapak. *At-Tadbir: Jurnal Ilmiah Manajemen*, 5(1), 11–21. <https://doi.org/10.31602/atd.v5i1.3384>
- Pratama, Z. A., Sari, A. P., & Satrio, S. M. (2023). Maze design usability testing pada prototipe aplikasi IoT urban farming HIPS. *Power Elektronik: Jurnal Orang Elektro*, 12(3), 174–179. [Power Elektronik: Jurnal Orang Elektro Vol 12 No 3 \(2023\)](https://doi.org/10.31602/atd.v5i1.3384)
- Prayuda, M. N., & Voutama, A. (2025). Perancangan UI aplikasi PetDoc berbasis mobile dengan metode User-Centered Design (UCD). *Jurnal Manajemen Informatika Jayakarta*, 5(4), 402–417. <https://doi.org/10.52362/jmijayakarta.v5i4.1875>
- Pressman, R. S., & Maxim, B. R. (2020). *Software engineering: A practitioner's approach* (9th ed.). McGraw-Hill Education.
- Putra, I. A., Muzaki, H., Kurniawati, W., Saputra, D. S., Zoelva, P. A., Vannie, A. A., & Hidayat, A. T. (2024). Evaluasi pengalaman pengguna pada website menggunakan metode usability testing. *Jurnal Janitra Informatika dan Sistem Informasi*, 4(1), 37–46. <https://doi.org/10.59395/janitra.v4i1.177>
- Refwahajan, F., & Waluyo, A. F. (2024). Penerapan metode purwarupa pada sistem pemesanan jasa dan produk berbasis mobile sebagai upaya untuk meningkatkan dan memperluas jangkauan layanan. *Infotek: Jurnal Informatika dan Teknologi*, 7(1). <https://e-journal.hamzanwadi.ac.id/index.php/infotek/article/view/26024>

- Romney, M. B., & Steinbart, P. J. (2018). *Accounting information systems* (14th ed.). Pearson.
- Satria, M. Y., Rakhmadani, D. P., & Marsally, S. V. (2024). Pengaruh online customer rating dan kualitas informasi terhadap keputusan pembelian melalui mediasi e-trust pada produk pakaian Shopee. *E-Proceeding of Management*, 11(1). <https://repository.telkomuniversity.ac.id/pustaka/files/235991>
- Sekaran, U., & Bougie, R. (2019). *Research methods for business: A skill building approach* (8th ed.). John Wiley & Sons.
- Solehatin, & Hadiq. (2025). Perancangan desain aplikasi pemesanan hotel berbasis web dengan penerapan User-Centered Design (UCD). *Informatics for Educators and Professional: Journal of Informatics*, 9(2). <https://ejournal-binainsani.ac.id/index.php/ITBI/article/view/3201>
- Sommerville, I. (2016). *Software engineering* (10th ed.). Pearson.
- Suryani, E., Hendrawan, R. A., Limanto, B., Wafda, F., & Auliyah, I. (2022). Pengembangan digitalisasi industri jasa laundry dalam rangka meningkatkan pangsa pasar pada UKM 3Cious. *Sewagati: Jurnal Pengabdian kepada Masyarakat ITS*, 6(1). <https://doi.org/10.12962/j26139960.v6i1.161>
- Valacich, J. S., & George, J. F. (2020). *Modern systems analysis and design* (9th ed.). Pearson.
- We Are Social. (2024). *Digital 2024: Indonesia*. We Are Social.
- Welling, L., & Thomson, L. (2017). *PHP and MySQL web development* (5th ed.). Addison-Wesley.
- Yuliana, I., Komara, M. A., & Tamyiz, U. M. H. (2025). Perancangan sistem informasi penjualan berbasis web menggunakan metode User-Centered Design (UCD) di Warung Mie Ayam & Bakso Sri Solo Purwakarta. *Jurnal Aplikasi dan Teori Ilmu Komputer (JATIKOM)*, 6(2). <https://doi.org/10.17509/jatikom.v6i2.49492>