

## ABSTRAK

### PENGUJIAN VALIDASI INFORMASI DAN USULAN PERBAIKAN ANTARMUKA WEBSITE *MUNCAK.ID* DENGAN METODE *DESIGN THINKING, QUIS* DAN *NIELSEN HEURISTIC*

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Website Muncak.id merupakan platform berbasis web yang menyediakan informasi pendakian gunung dan aktivitas alam terbuka di Indonesia. Informasi yang disajikan berperan penting dalam membantu pendaki mempersiapkan pendakian secara aman dan efisien. Namun, berdasarkan observasi awal dan wawancara pengguna, masih ditemukan permasalahan terkait keakuratan informasi serta aspek *usability* antarmuka website. Beberapa informasi seperti elevasi, jarak tempuh, estimasi waktu, dan tingkat kesulitan jalur dinilai belum sepenuhnya sesuai dengan kondisi lapangan serta belum disajikan secara optimal. Penelitian ini bertujuan untuk melakukan pengujian validasi informasi serta menyusun usulan perbaikan antarmuka website Muncak.id menggunakan metode *Design Thinking*, *Questionnaire for User Interaction Satisfaction (QUIS)*, dan *Nielsen Heuristic Evaluation*. Metode *Design Thinking* diterapkan melalui lima tahapan, yaitu *empathize*, *Define*, *ideate*, *prototype*, dan *test*. Pengujian validasi informasi dilakukan melalui observasi lapangan dan wawancara pendaki pada dua lokasi penelitian, yaitu Gunung Prau via Patak Banteng dan Gunung Bismo via Sikunang. Evaluasi *usability* dilakukan menggunakan kuesioner *QUIS* terhadap 20 responden serta *Heuristic Evaluation* oleh lima evaluator yang memiliki pemahaman *UI/UX*. Hasil penelitian menunjukkan bahwa sebagian informasi pada website Muncak.id cukup mendekati kondisi lapangan, meskipun masih terdapat perbedaan pada beberapa variabel. Selain itu, hasil evaluasi *QUIS* menunjukkan adanya peningkatan kepuasan pengguna setelah perbaikan antarmuka, dengan nilai rata-rata meningkat dari 7,81 menjadi 8,21. Penelitian ini menghasilkan rekomendasi perbaikan antarmuka dan penyajian informasi yang diharapkan dapat meningkatkan akurasi informasi, kemudahan penggunaan, serta pengalaman pengguna website Muncak.id secara keseluruhan.

**Kata Kunci:** *Design Thinking*, Validasi Informasi, *Usability*, *QUIS*, *Nielsen Heuristic*, Website Pendakian

## ABSTRACT

### ***INFORMATION VALIDATION TESTING AND INTERFACE IMPROVEMENT OF THE MUNCAK.ID WEBSITE USING DESIGN THINKING, QUIS, AND NIELSEN HEURISTIC***

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*Muncak.id is a web-based platform that provides information on mountain hiking and outdoor activities in Indonesia. This information is essential in supporting hikers to plan safe and efficient hiking activities. However, based on preliminary observations and user interviews, issues were identified related to information accuracy and interface usability. Several information components, such as elevation, distance, estimated hiking time, and route difficulty, were found to be not fully aligned with actual field conditions and not optimally presented. This study aims to conduct information validation testing and propose interface improvements for the Muncak.id website using the Design Thinking approach, the Questionnaire for User Interaction Satisfaction (QUIS), and Nielsen Heuristic Evaluation. The Design Thinking method was implemented through five stages: empathize, Define, ideate, prototype, and test. Information validation was conducted through field observations and hiker interviews at two research locations, Mount Prau via Patak Banteng and Mount Bismo via Sikunang. Usability evaluation involved 20 respondents using the QUIS questionnaire and heuristic evaluation by five UI/UX evaluators. The results show that while several information components on the Muncak.id website are relatively close to actual field conditions, discrepancies still exist in some variables. Furthermore, the QUIS evaluation indicates an improvement in user satisfaction, with the average score increasing from 7.81 to 8.21 after the interface redesign. This study provides recommendations to improve information accuracy, usability, and overall user experience of the Muncak.id website.*

**Keywords:** *Design Thinking, Information Validation, Usability, QUIS, Nielsen Heuristic, Hiking Website*