

User Profile

Desain Antarmuka Pengguna

MI1392

Pekan ke-6



Kompetensi Kajian-2

Kategori	Indikator Kompetensi		
	K. Dasar (1)	K. Menengah (2)	K. Mahir (3)
User Profile	Menyebutkan 'human considerations'	Menjelaskan 'human considerations'	Menangkap user profile berdasarkan 'human considerations'
Types of Interaction & Design Implication	Menyebutkan jenis-jenis interaksi	Menjelaskan kelebihan dan kekurangan jenis-jenis interaksi dan menjelaskan implikasi desain	Membuat pemetaan implikasi desain dengan jenis interaksi
Ethnographic Observation	Menyebutkan elemen-elemen ethnographic yang dapat berpengaruh pada desain	Menjelaskan pengaruh ethnographic pada desain	Membuat contoh desain antarmuka untuk ethnographic tertentu
Usability Testing	Menjelaskan tujuan usability testing	Menyebutkan langkah-langkah usability testing	Membuat skenario usability testing untuk kasus tertentu
Survey dan Acceptance Test	Menjelaskan tujuan survey dan acceptance test	Menyebutkan langkah-langkah survey dan acceptance test	Membuat skenario survey dan acceptance test untuk kasus tertentu
Evaluation during Active Use	Menjelaskan pentingnya evaluation during active test	Menyebutkan langkah-langkah evaluation during active test	Membuat skenario evaluation during active test terhadap kasus tertentu

Sifat Pertemuan

- Tanpa laptop
- Catatan pribadi
- Role play

Background

Contextual Design

...adalah **proses desain** yang **terstruktur**, **dirumuskan dengan baik** dan **terpusat pada user** (*user-centered*), yang **menyediakan metode** untuk:

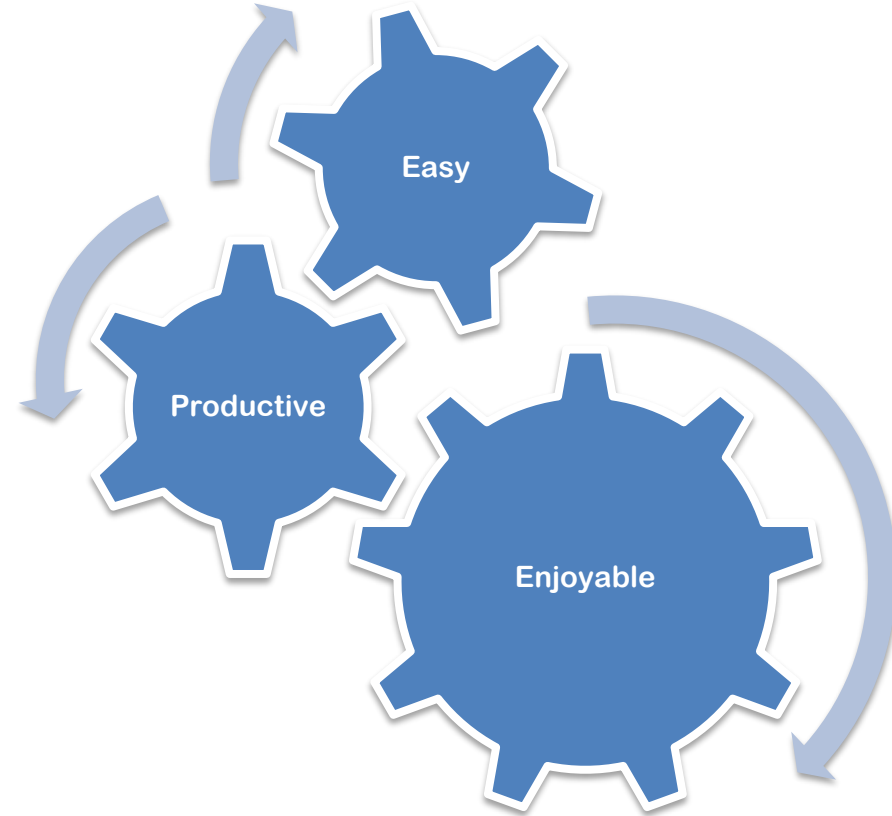
- **mengumpulkan data** tentang user dan lingkungannya
- **mengintrepretasi dan konsolidasi data** secara terstruktur
- **membuat purwarupa dari konsep** produk dan layanan
- **menguji dan memperbaiki** konsep bersama **user**

So... who is the **target** ?

Anyway... who is **user** ?



Apa yang user **butuhkan**
untuk bekerja menggunakan komputer?



Oleh karena itu, buatlah desain yang mendukung pengguna untuk...



Melihat



Memahami



Berpikir

Sistem **interaktif** didesain untuk meningkatkan kemangkusan dan kesangkalan kinerja pengguna

— *Galitz, 2003*

Sistem dengan interaksi yang baik, didukung oleh desain **antarmuka** yang baik

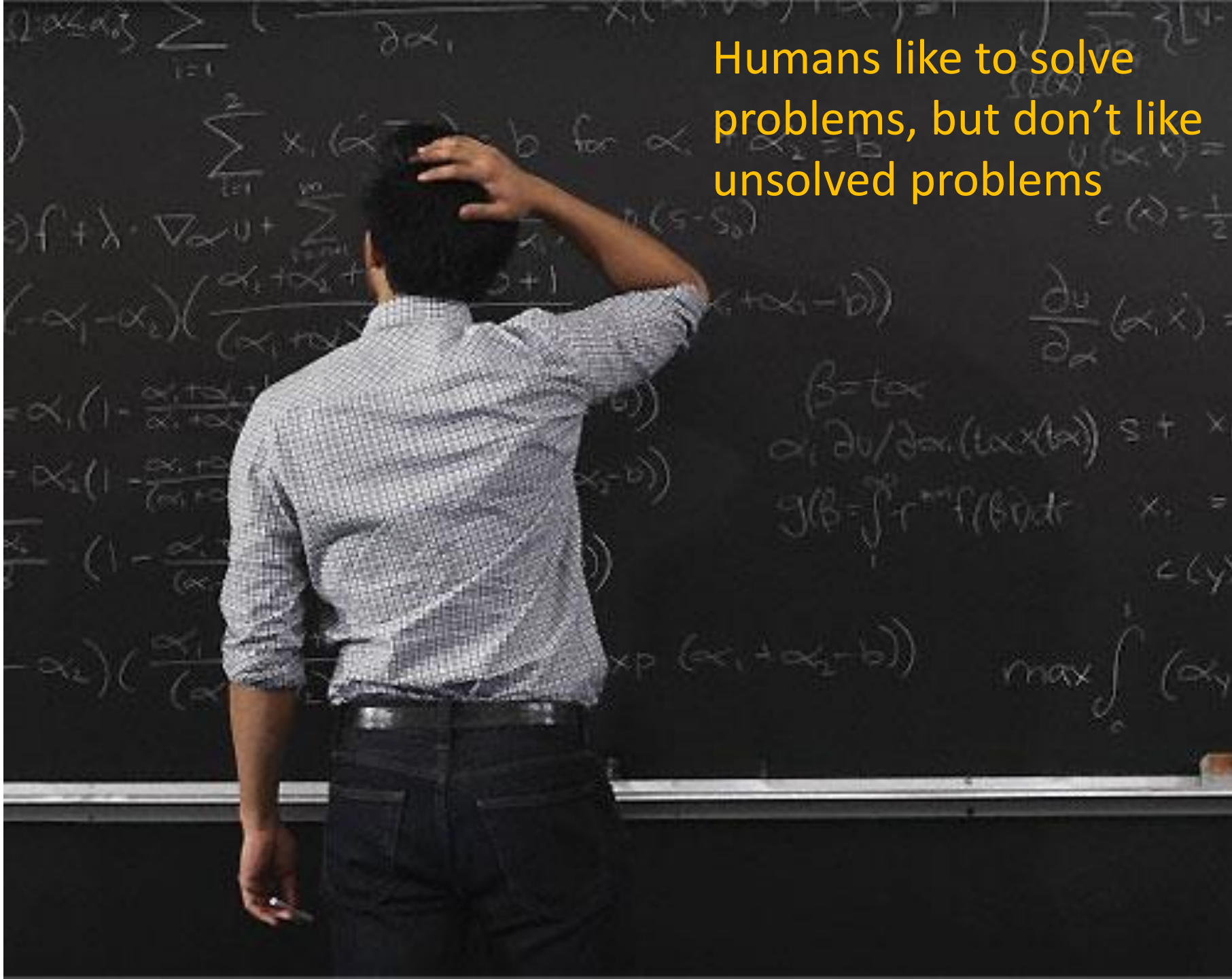
— *Mantei 2001*

Karakteristik

Karakteristik Dasar Manusia



Humans like to solve problems, but don't like unsolved problems



Humans are always learning, but learning is hard!





Humans use prior learning to support new learning

Users don't read manuals but work by copying and asking.



Users are always building models of their world



So What
???



Designers...

Designers...



Should be able to **capture**
the User's Profiles

Human consideration in the Design of Business Systems

- **The User's Knowledge and Experience**
- **The User's Tasks and Needs**
- **The User's Psychological Characteristics**
- **The User's Physical Characteristics**
- **The User's Physical Environment**



Knowledge & Experience

Computer Literacy	Highly technical or experienced, moderate computer experience, or none.
System Experience	High, moderate, or low knowledge of a particular system and its methods of interaction.
Application Experience	High, moderate, or low knowledge of similar systems.
Task Experience	Level of knowledge of job and job tasks.
Other Systems Use	Frequent or infrequent use of other systems in doing job.
Education	High school, college, or advanced degree.
Reading Level	Less than 5th grade, 5th–12th, more than 12th grade.
Typing Skill	Expert (135 WPM), skilled (90 WPM), good (55 WPM), average (40 WPM), or “hunt and peck” (10 WPM).
Native Language or Culture	English, another, or several.

Needs, tasks, jobs

Type of System Use	Mandatory or discretionary use of the system.
Frequency of Use	Continual, frequent, occasional, or once-in-a-lifetime use of system.
Task or Need Importance	High, moderate, or low importance of the task being performed.
Task Structure	Repetitiveness or predictability of tasks being automated, high, moderate, or low.
Social Interactions	Verbal communication with another person required/not required.
Primary Training	Extensive or formal training, self-training through manuals, or no training.
Turnover Rate	High, moderate, or low turnover rate for jobholders.
Job Category	Executive, manager, professional, secretary, clerk.
Lifestyle	For Web e-commerce systems, includes hobbies, recreational pursuits, and economic status.

Psychological characteristics

Attitude	Positive, neutral, or negative feeling toward job or system.
Motivation	Low, moderate, or high due to interest or fear.
Patience	Patience or impatience expected in accomplishing goal.
Expectations	Kinds and reasonableness.
Stress Level	High, some, or no stress generally resulting from task performance.
Cognitive Style	Verbal or spatial, analytic or intuitive, concrete or abstract

Physical characteristics

Age	Young, middle aged, or elderly.
Gender	Male or female.
Handedness	Left, right, or ambidextrous.
Disabilities	Blind, defective vision, deafness, motor handicap.



**role
play**

- Bergabunglah dalam kelompok
- Pilih salah satu anggota kelompok sebagai 'user'
- Pilih dua anggota sebagai 'pewawancara'
- Sisanya sebagai pencatat

- Pewawancara mengajukan pertanyaan secara bergantian kepada user tentang semua parameter user profile
- Para pencatat mengisi tabel
- Kumpulkan hasilnya di akhir perkuliahan