

ABSTRAK

Transformasi digital menuntut proses dokumentasi proyek di lingkungan industri farmasi dilakukan secara cepat, terstruktur, dan sesuai regulasi. Penelitian ini bertujuan untuk merancang prototipe UI/UX aplikasi dokumentasi proyek digitalisasi di PT Bio Farma (Persero) dengan pendekatan **Agile UX** secara iteratif. Proses pengembangan dilakukan melalui **empat sprint**, masing-masing berfokus pada: pengajuan dokumen (Sprint 1), review dan feedback (Sprint 2), persetujuan dokumen (Sprint 3), serta arsip dan pelacakan dokumen (Sprint 4). Evaluasi usability dilakukan setiap akhir sprint menggunakan metode **System Usability Scale (SUS)** terhadap lima partisipan dari peran berbeda (Technical Writer, Reviewer, Approval). Hasil evaluasi menunjukkan skor SUS rata-rata berturut-turut sebesar **92.0, 86.5, 86.5, dan 87.0**, yang tergolong kategori **Baik hingga Sangat Baik**. Fitur-fitur tambahan seperti notifikasi status, histori dokumen, dan dashboard pengguna dikembangkan berdasarkan feedback langsung dari pengguna selama proses sprint. Kesimpulan dari penelitian ini menunjukkan bahwa pendekatan Agile UX efektif dalam merancang sistem dokumentasi berbasis digital yang responsif terhadap kebutuhan pengguna dan mendukung praktik kerja di lingkungan industri farmasi. Prototipe yang dikembangkan dapat menjadi dasar pengembangan sistem dokumentasi digital secara menyeluruh di PT Bio Farma maupun industri serupa.

Kata kunci: UI/UX, Agile UX, Dokumentasi Digital, System Usability Scale, Bio Farma, Transformasi Digital

ABSTRACT

*Digital transformation demands a structured, fast, and regulation-compliant documentation process, particularly within the pharmaceutical industry. This study aims to design a UI/UX prototype for a digital project documentation application at PT Bio Farma (Persero) using an iterative **Agile UX** approach. The development process was conducted over **four sprints**, each focusing on a specific module: document submission (Sprint 1), review and feedback (Sprint 2), document approval (Sprint 3), and archiving and tracking (Sprint 4). Usability was evaluated at the end of each sprint using the **System Usability Scale (SUS)** involving five internal users representing different roles (Technical Writer, Reviewer, Approval). The evaluation results show average SUS scores of **92.0, 86.5, 86.5, and 87.0** across the four sprints, which fall under the **Good to Excellent** category. Additional features such as document status notifications, process history, and user dashboards were implemented based on user feedback gathered throughout each sprint. The findings conclude that the Agile UX approach is effective in designing a user-centric, iterative digital documentation system that aligns with practical workflow needs and regulatory standards in the pharmaceutical sector. The prototype can serve as a foundation for broader system implementation within PT Bio Farma or similar industries.*

Keywords: *UI/UX, Agile UX, Digital Documentation, System Usability Scale, Bio Farma, Digital Transformation*