

DAFTAR PUSTAKA

- Abugabah, A., Sanzogni, L., & Poropat, A. (2009). The impact of information systems on user performance: A critical review and theoretical model. *International Conference on Computer Science and Engineering*.
- Aisyah, N. Z., Az-zahra, H. M., Cahya, D., & Nugraha, A. (2024). Optimalisasi Pengalaman Pengguna Aplikasi Primaku di Wilayah Semi Urban Melalui Pendekatan Design Thinking. *Jurnal Pengembangan Teknologi Informasi Dan Ilmu Komputer*, 1(1), 1–8.
- Barua, T., & Rahman, A. (2023). A Systematic Literature Review of User-Centric Design in Digital Business Systems: Enhancing Accessibility, Adoption, and Organizational Impact. *American Journal of Scholarly Research and Innovation*, 02(02), 193–216. <https://doi.org/10.63125/36w7fn47>
- Bertot, J. C., Estevez, E., & Janowski, T. (2016). Digital Public Service Innovation: Framework proposal. *ACM International Conference Proceeding Series*, 01-03-Marc(March), 113–122. <https://doi.org/10.1145/2910019.2910108>
- Creswell, J. D. (2019). *Research And Design Qualitative, Quantitative And Mixed Methods Approaches*. Thousand Oaks.
- Creswell, J. W., & Poth, C. N. (2021). Qualitative Inquiry and Research Design: Choosing Among Five Approaches - John W. Creswell, Cheryl N. Poth - Google 图书. In *SAGE Publications*.
- Emma, L. (2024). *User-centered design to enhance accessibility and usability in digital systems*. December.
- Eprilianto, D. F., Pradana, G. W., & Sari, Y. E. K. (2020). Digital Inovasi Sektor Publik : Efektivitas Kolaborasi Dalam Implementasi Inovasi Dega Digital. *Jurnal EL-RIYASAH*, 10(2), 127. <https://doi.org/10.24014/jel.v10i2.8909>
- Fleury, S., & Chaniaud, N. (2024). Multi-user centered design: acceptance, user experience, user research and user testing. *Theoretical Issues in Ergonomics Science*, 25(2), 209–224. <https://doi.org/10.1080/1463922X.2023.2166623>
- Ghani, M. S. A. A., & Shamsuddin, S. N. W. (2020). Definisi Dan Konsep

- Pengalaman Pengguna (UX): Sorotan Literatur. *International Journal of Creative Future and Heritage (TENIAT)*, 8(1), 130–143. <https://doi.org/10.47252/teniat.v8i1.292>
- Guenduez, A. A., Demircioglu, M. A., Mueller, E. M., & Cinar, E. (2025). Digital innovation strategies in the public sector. *Research Policy*, 54(8), 105274. <https://doi.org/10.1016/j.respol.2025.105274>
- Guest, G., Bunce, A., & Johnson, L. (2006). How Many Interviews Are Enough?: An Experiment with Data Saturation and Variability. *Field Methods*, 18(1), 59–82. <https://doi.org/10.1177/1525822X05279903>
- Hartley, J., & Downe, J. (2007). The shining lights? Public service awards as an approach to service improvement. *Public Administration*, 85(2), 329–353. <https://doi.org/10.1111/j.1467-9299.2007.00652.x>
- Husein, M. F., & Wibowo, A. (2006). *Sistem Informasi Manajemen Edisi Revisi*. UPP STIM YKPN Yogyakarta.
- Iqbal Sain, M., Asep Rizkiawan, M., Maulana Rahmat, M. A., & Sidik, M. (2025). Optimalisasi Pengalaman Pengguna: Redesign Ui/Ux Website Simakip Uhamka Dengan Metode Design Thinking. *Jurnal Informatika Dan Teknik Elektro Terapan*, 13(1), 35–44. <https://doi.org/10.23960/jitet.v13i1.5479>
- Latupeirissa, J. J. P., Dewi, N. L. Y., Prayana, I. K. R., Srikandi, M. B., Ramadiansyah, S. A., & Pramana, I. B. G. A. Y. (2024). Transforming Public Service Delivery: A Comprehensive Review of Digitization Initiatives. *Sustainability (Switzerland)*, 16(7). <https://doi.org/10.3390/su16072818>
- Laudon, K. C., & Laudon, J. P. (2020). Management Information System: Managing Digital Firm. In *International Journal of Computers, Communications & Control*.
- Li, R., Zhang, H., Liu, C., & Qian, Z. C. (2022). Bibliometric and Visualized Analysis of User Experience Design Research : From 1999 to 2019. *Sage Open*, 12(1), 1–17. <https://doi.org/10.1177/21582440221087266>
- Lu, G., Qu, S., & Chen, Y. (2025). Understanding user experience for mobile applications : a systematic literature review. *Discover Applied Sciences*, 7(690). <https://doi.org/10.1007/s42452-025-07170-3>

- Miles, M. ., & Huberman, A. M. (2020). *Analisis Data Kualitatif*. UI-Press.
- Moleong, L. J. (2019). Metodologi Penelitian Kualitatif (Edisi Revisi). *PT. Remaja Rosda Karya*. <https://doi.org/10.1016/j.carbpol.2013.02.055>
- Ntoa, S. (2025). Usability and User Experience Evaluation in Intelligent Environments : A Review and Reappraisal Usability and User Experience Evaluation in Intelligent Environments : A Review. *International Journal of Human-Computer Interaction*, 41(5), 2829–2858. <https://doi.org/10.1080/10447318.2024.2394724>
- OECD. (2024). *Enabling Digital Innovation in Government OECD Public Governance Policy Papers*. https://www.oecd.org/en/publications/enabling-digital-innovation-in-government_a51eb9b2-en.html
- Paendong, I., Lelemboto, J., Yusupa, A., & Tarigan, V. (2025). Optimalisasi UI/UX dalam aplikasi mobile: strategi meningkatkan pengalaman dan keterlibatan pengguna. *Variable Research Journal*, 02(02), 615–624. <https://variablejournal.my.id/index.php/VRJ/article/view/213>
- Paramita, A., & Taryana, A. (2020). Optimalisasi Strategi Digital Marketing Bpjs Ketenagakerjaan Melalui Pendekatan Design Thinking Dengan Memanfaatkan *Academia.Edu*, 1–24. https://www.academia.edu/download/120213337/astri_paramita_k15012322_5_JURNAL_DTIK_TUGAS_AKHIR_draft.pdf
- Patria, M., & Juliansyah, A. (2025). Optimalisasi User Interface Dan User Experience Pada Aplikasi Manajemen Keuangan Sekolah Berbasis User-Centered Design. *Jurnal Informatika Dan Teknik Elektro Terapan*, 13(1). <https://doi.org/10.23960/jitet.v13i1.6042>
- Patton, M. Q. (2019). *Essentials of Utilization-Focused Evaluation*. Sage.
- Pratiwi, N. I., Norman, A. A. L., Pramana, I. B. G. A. Y., & Satria, W. I. (2023). Optimalisasi Tingkat Penggunaan Aplikasi Learning Management System Undiknas Dengan Berfokus Pada User Interface & User Experience. *Jurnal Penelitian Dan Pengabdian Kepada Masyarakat UNSIQ*, 10(3), 214–219. <https://doi.org/10.32699/ppkm.v10i3.5417>
- Purnomo, B. R., & Khabibi, A. R. (2025). Digital-based public sector innovation:

- a systematic literature review. *Innovation: The European Journal of Social Science Research*, 1–33.
- Raharjo, T., Kuswoyo, D., & Tyas, S. S. (2025). Optimalisasi Desain UI / UX WEBSITE DemiFilm . co Dengan Metode Design Thinking Dan Usability Testing. *Jurnal Komputer, Informasi Dan Teknologi*, 5(1), 1–11.
- Ramadhan, E. F., Wijauanto, A. F., & Daniati, E. (2025). Optimalisasi Antarmuka Pengguna Situs Web cidahucampingground . com dengan Metode Design Thinking. *INOTEK*, 9, 2549–7952.
- Sari, A. A., Pramono, P., Saputra, I. T., & Prakoso, A. D. (2024). Optimalisasi Proses Digitalisasi UMKM melalui Aplikasi Marketplace berbasis Design Thinking. *Edumatic: Jurnal Pendidikan Informatika*, 8(2), 535–544. <https://doi.org/10.29408/edumatic.v8i2.27702>
- Satria, H. U., Nurul Sabrina, P., & Umbara, F. R. (2024). Optimalisasi UI/UX Pada Website Kemahasiswaan Universitas Jenderal Achmad Yani Dengan Pendekatan Design Thinking. *Seminar Nasional Corisindo*, 514–519.
- Shirvanadi, E. C., & Moh. Idris, S. K. (2021). *Perancangan Ulang UI/UX Situs E-Learning Amikom Center Dengan Metode Design Thinking (Studi Kasus: Amikom Center)*.
- Sinambela, L. P. (2008). Reformasi pelayanan publik : teori, kebijakan, dan implementasi. In *Bumi aksara*.
- Suranto, S., Darumurti, A., Eldo, D. H. A. P., & Habibullah, A. (2021). Potret Kebijakan Inovasi Pelayanan Publik di Indonesia Tahun 2020. *Jurnal Public Policy*, 7(2), 97. <https://doi.org/10.35308/jpp.v7i2.4095>
- Sutabri, T. (2016). *Sistem Informasi Manajemen Edisi Revisi*. Andi.
- Tasyah, A., Lestari, P. A., Syofira, A., Rahmayani, C. A., Cahyani, R. D., & Tresiana, N. (2021). Inovasi Pelayanan Publik Berbasis Digital (E-Government) di Era Pandemi Covid-19. *Jurnal Ilmu Administrasi: Media Pengembangan Ilmu Dan Praktek Administrasi*, 18(2), 212–224. <https://doi.org/10.31113/jia.v18i2.808>
- Trisantosa, I. N., Kurniasih, D., & Hubeis, M. (2022). *Pelayanan Publik Berbasis Digital*. Deepublish.

Yunaningsih, A., Indah, D., & Septiawan, F. E. (2021). Upaya Meningkatkan Kualitas Layanan Publik Melalui Digitalisasi. *Jurnal ALTASIA*, 3(1), 9–16.

