CHAPTER V

CLOSING

5.1 Conclusion

Presisi Polri Super App is an application issued by the Polri institution and has become a one-stop solution with multi-features upon a single application. Polri aims to provide features to support Polri in protecting the community and providing services. However, prior research using qualitative and quantitative methods resulted in the need for developments on the Presisi Polri Super App. The problems found in the Presisi Polri Super App are the need for optimization in the emergency features as the main features and improvement towards the secondary features. The problems resulted in the author's aim to increase the potential of the super app by redesigning the UI/UX of the Presisi Polri Super App.

The author opted for a design methodology of design thinking by Tim Brown (2009), which covers the stage of empathize, define, ideate, prototype, and test. On the stage of empathizing, the author did an interview with Polri and UI/UX Expert, a focus group discussion, a questionnaire, existing studies, and a reference study to deepen the information and insight on all aspects. Based on the interview done with Polri and further analysis, the author concludes that the targeted users, based on the scope of the problem, are 18-25 years old that reside in the Jabodetabek area. The author then proceeds to define the problems that are found in the application. In the ideate stage, the author further optimizes the idea to implement on the visual component. The main keywords found during the process are courageous, precise, and efficient, which will pioneer the design concept. Furthermore, the prototype was done by finalizing the ideas into a design visual.

In the last stage, the author undergoes the stage test. An alpha test was done to receive feedback on the initial design. The feedback was received and showcased a need for improvement in several aspects. The author then made further alterations to enhance the prototype. Finally, a beta test was done on the specifically targeted

user from the scope of the problem. An increase in results can be seen post-alteration from the alpha test. All in all, the UI/UX redesign of the Presisi Polri Super App has accommodated the development and optimization of the application through its features and visuals.

5.2 Suggestion

The following are several suggestion that the author has found throughout redesigning the UI/UX of Presisi Polri Super App as follows:

1) The importance of scheduling the process of creating a final project must be considered more, as the timeline of the research and implementation is quite strict and packed.

2) Previous research and studies should also be used to give a comprehensive reference that will improve the writing and design quality.

3) Being more open to input and critique during testing will help receive more profound feedback and improve the final artwork significantly.

4) Getting an interview with a government institution will need a more extended schedule. The author encourages the further researcher to contact and schedule beforehand by going to the institution building with a cover letter.

5) In the ideation process, every step of design implementation needs a measurement of the visualization process. The author urges finding several research studies to widen the information on design implementation.

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