

DAFTAR PUSTAKA

- Akasa. (2025, February 14). 8 Fitur unggulan Aplikasi OneSmile khusus warga BSD City. *Akasa Pure Living*. <https://akasa-bsdcity.com/fitur-aplikasi-onesmile-khusus-warga-bsd-city/>
- Ar Razi, A., Mutiaz, I. R., & Setiawan, P. (2018). *Penerapan metode design thinking pada model perancangan UI/UX aplikasi penanganan laporan kehilangan dan temuan barang tercecer*. Jurnal Teknologi dan Informasi, 3(2), 75–93.
- Bringhurst, R. (2012). *The elements of typographic style* (4th ed.). Hartley & Marks.
- Brown, T. (2009). *Change by design: How design thinking creates new alternatives for business and society*. Harper Business.
- Chang, D., Dooley, L., & Tuovinen, J. (2019). *Geometric design and its impact on user cognition*. *International Journal of Human-Computer Studies*, 124(4), 45–58.
- Cross, N. (2023). *Design thinking: Understanding how designers think and work* (2nd ed.). Bloomsbury Visual Arts.
- Davis, F. D., Bagozzi, R. P., & Warshaw, P. R. (2019). *User acceptance of technology: Toward a unified model*. *Management Science*, 35(8), 982–1003.
- Garrett, J. J. (2010). *The elements of user experience*. New Riders.
- Garrett, J. J. (2011). *The elements of user experience: user-centered design for the web and beyond*. New Riders.
- GoJek Super App. (n.d.). <https://www.gojek.com/en-id>
- Grab Singapore. (n.d.). *Grab. the Everyday Everything app*. Grab. <https://www.grab.com/sg/>
- Indonesia, B. P. S. (2023, August 31). *Statistik Telekomunikasi Indonesia 2022*. Badan Pusat Statistik Indonesia. <https://www.bps.go.id/id/publication/2023/08/31/131385d0253c6aae7c7a59fa/statistik-telekomunikasi-indonesia-2022.html>

- Jakarta, B. P. S. P. D. (n.d.). *Badan Pusat Statistik Provinsi DKI Jakarta*. Badan Pusat Statistik Provinsi Dki Jakarta. <https://jakarta.bps.go.id/id>
- JAKI. (n.d.). <https://jaki.jakarta.go.id/en/>
- Krug, S. (2014). *Don't make me think: A common sense approach to web usability*. New Riders.
- Liu, X., Zhang, Y., & Kim, S. (2021). *Personalization in UI/UX: Enhancing user engagement through AI-driven interfaces*. *Journal of Digital Experience*, 15(2), 210–225.
- Lowry, P. B., Gaskin, J., Twyman, N., Hammer, B., & Roberts, T. (2013). *The hedonic-motivation system adoption model (HMSAM): Understanding the roles of pleasure, arousal, and dominance in user acceptance of hedonic information systems*. *Journal of Management Information Systems*, 30(1), 199–226.
- Lupton, E. (2016). *Graphic design: The new basics*. Princeton Architectural Press.
- Lupton, E., & Lipps, A. (Eds.). (2018). *The senses: Design beyond vision*. Chronicle Books.
- Mango, E., Koshal, J., & Ouma, C. (2019). *Research in business and social science information. International Journal of Research in Business and Social Science*, 8(5), 70–75.
- Mardiyah. (2021). Efektivitas penggunaan aplikasi Qlue – *Smart City* terhadap pelayanan keluhan masyarakat (Studi kasus pada pengguna aplikasi Qlue di Kota Tarakan Kalimantan Utara) [Skripsi, Universitas Hasanuddin Makassar].
- Microsoft News. (2023). *OneSmile luncurkan fitur tanya berbasis teknologi AI Microsoft*. <https://news.microsoft.com/id-id/2023/07/13/onesmile-luncurkan-fitur-tanya-berbasis-teknologi-ai-microsoft/>
- Moran, K. (2019). *User experience vs. customer experience: What's the difference? Nielsen Norman Group*. <https://www.nngroup.com/articles/ux-vs-cx/>
- Mukhtarohim, A. (2022). *The role of design thinking in modern digital product development*. *Interaction Design*, 10(3), 112–130.
- Nielsen, J. (2000). *Designing web usability: The practice of simplicity*. New Riders. <https://www.nngroup.com/books/designing-web-usability/>

- Norman, D. A. (2013). *The design of everyday things*. Basic Books.
- OneSmile - apps on Google Play. (n.d.).
<https://play.google.com/store/apps/details?id=com.sinarmasland.onesmile&hl=en>
- Plattner, H., Meinel, C., & Leifer, L. (2012). *Design thinking: Understanding innovation*. Springer.
- PT Dunia Bayar Indonesia. (n.d.). *AiYO*. AiYO. <https://aiyo.id/>
- Redmond, M. (2008). *Media, transportation, and advertising: The role of information design in public transit*. Journal of Transportation Media Studies, 12(1), 23–30.
- Samara, T. (2014). *Making and breaking the grid: A graphic design layout workshop* (2nd ed.). Rockport Publishers.
- Sattar, S. K., Curtis, H., & Neate, T. (2024). *Public assistive displays: Employing public interactive displays to improve public transport access 4All*. In CHI EA '24: Extended Abstracts of the 2024 CHI Conference on Human Factors in Computing Systems. ACM.
https://kclpure.kcl.ac.uk/ws/portalfiles/portal/256337489/public_displays.pdf
- Semantic Studios. (2004, June 21).
https://semanticstudios.com/user_experience_design/
- Shneiderman, B., Plaisant, C., Cohen, M., Jacobs, S., & Elmqvist, N. (2017). *Designing the user interface: Strategies for effective human-computer interaction* (6th ed.). Pearson.
- Sinar Mas Land. (n.d.). *Sinar Mas Land Luncurkan OneSmile, City App untuk Warga BSD City*. Sinar Mas Land Luncurkan OneSmile, City App Untuk Warga BSD City. <https://www.sinarmasland.com/news/sinar-mas-land-meluncurkan-onesmile-city-app-untuk-warga-bsd-city/>
- The Interaction Design Foundation (2024, November 26). *What are the Principles of Design?*. <https://www.interaction-design.org/literature/topics/design-principles>
- Ware, C. (2013). *Information visualization: Perception for design* (3rd ed.). Morgan Kaufmann.