

DAFTAR PUSTAKA

- Aksesibilitas—Bernavigasi di Singapura - Visit Singapore Official Site.* (n.d.). Retrieved April 5, 2025, from https://www.visitsingapore.com/id_id/travel-guide-tips/getting-around/accessibility/
- Alyavina, E., Nikitas, A., & Tchouamou Njoya, E. (2020). Mobility as a service and sustainable travel behaviour: A thematic analysis study. *Transportation Research Part F: Traffic Psychology and Behaviour*, 73, 362–381. <https://doi.org/10.1016/j.trf.2020.07.004>
- Arianto, D., & Apsari, N. C. (2023). Gambaran Aksesibilitas, Inklusivitas, dan Hambatan Penyandang Disabilitas Dalam Memanfaatkan Transportasi Publik: Studi Literatur di Berbagai Negara. *Focus : Jurnal Pekerjaan Sosial*, 5(2), 156. <https://doi.org/10.24198/focus.v5i2.42633>
- Arora, L., Choudhary, A., Bhatt, M., Kaliappan, J., & Srinivasan, K. (2024). A comprehensive review on NUI, multi-sensory interfaces and UX design for applications and devices for visually impaired users. *Frontiers in Public Health*, 12. <https://doi.org/10.3389/fpubh.2024.1357160>
- Beene, S., Koelling, G., & Thompson, D. S. (2020). *Recommendations for Creating Inclusive Visual Communication During a Pandemic. Vol 47: Iss. 2(VRA Bulletin)*, 1–15. https://www.researchgate.net/publication/347533507_Recommendations_for_Creating_Inclusive_Visual_Communication_During_a_Pandemic
- Braille as Modern Digital Assistive Technology - New England College of Optometry.* (2025, February 3). <https://www.neco.edu/news/braille-as-modern-digital-assistive-technology/>
- Bühler, D., Hemmert, F., & Hurtienne, J. (2020). Universal and intuitive?: Scientific guidelines for icon design. *ACM International Conference Proceeding Series*, 91–103. <https://doi.org/10.1145/3404983.3405518>
- Carfagni, M., Fiorineschi, L., Furferi, R., Governi, L., & Rotini, F. (2020). Usefulness of prototypes in conceptual design: students' view. *International Journal on Interactive Design and Manufacturing*, 14(4), 1305–1319. <https://doi.org/10.1007/s12008-020-00697-2>
- Cezarotto, M. (2023). Guiding principles towards inclusive design: research notes for meaningful change. *InfoDesign - Revista Brasileira de Design Da Informação*, 20(2). <https://doi.org/10.51358/id.v20i2.1093>
- Choe, J. (2024). *Accessible Button Components for Mobile Device Screen.*

- Cochran, A. L. (2020). Understanding the role of transportation-related social interaction in travel behavior and health: A qualitative study of adults with disabilities. *Journal of Transport and Health*, 19. <https://doi.org/10.1016/j.jth.2020.100948>
- Dadashzadeh, N., Woods, L., Ouelhadj, D., Thomopoulos, N., Kamargianni, M., & Antoniou, C. (2022). Mobility as a Service Inclusion Index (MaaSINI): Evaluation of inclusivity in MaaS systems and policy recommendations. *Transport Policy*, 127, 191–202. <https://doi.org/10.1016/j.tranpol.2022.09.006>
- Dam, R. F., & Teo, Y. S. (2025a, February 12). *Empathy Map – Why and How to Use It* | *IxDF*. https://www.interaction-design.org/literature/article/empathy-map-why-and-how-to-use-it?srsId=AfmBOoqlTWA8q_FtleZQKpBZPKzAjmVADb_QdX_iUHCDI Va6_ivMHgVk
- Dam, R. F., & Teo, Y. S. (2025b, March 12). *5 Common Low-Fidelity Prototypes and Their Best Practices* | *IxDF*. <https://www.interaction-design.org/literature/article/prototyping-learn-eight-common-methods-and-best-practices?srsId=AfmBOooRTyo51VXXykJjc9MF2nIPYO7bp5mPKMhhvoLfDMdq8GnZZm5S>
- Dam, R. F., & Teo, Y. S. (2025c, March 18). *Personas – A Simple Introduction* | *IxDF*. https://www.interaction-design.org/literature/article/personas-why-and-how-you-should-use-them?srsId=AfmBOooLyxVNLo3fwdF6vLWWokuN_BJUtyiqUS-oF7SXGyKwKOye8yrj
- Design principles for haptic UX*. (n.d.). Retrieved June 25, 2025, from <https://www.hapticlabs.io/principles>
- Differences Between TTS and Screen Readers* | *Microsoft Windows*. (2023, September 28). <https://www.microsoft.com/en-us/windows/learning-center/tts-screen-reader-difference>
- Fathimah, K., & Apsari, N. C. (2020). AKSESIBILITAS SEBAGAI BENTUK KEMANDIRIAN DISABILITAS FISIK DALAM MENGAKSES FASILITAS PELAYANAN PUBLIK DITINJAU DARI ACTIVITY DAILY LIVING. *Jurnal Kolaborasi Resolusi Konflik*, 2(2), 120. <https://doi.org/10.24198/jkrk.v2i2.29121>
- Göransson, D. (2025, April 2). *Axess Lab | What is a screen reader?* <https://axesslab.com/what-is-a-screen-reader/>

- Guthrie, G. (2022, February 3). *What is a UX sitemap, and why is it important?* | Nulab. <https://nulab.com/learn/design-and-ux/what-is-a-ux-sitemap-and-why-is-it-important/>
- Hamideh Kerdar, S., Bächler, L., & Kirchhoff, B. M. (2024). The accessibility of digital technologies for people with visual impairment and blindness: a scoping review. In *Discover Computing* (Vol. 27, Issue 1). Springer Science and Business Media B.V. <https://doi.org/10.1007/s10791-024-09460-7>
- Hannah, J. (2023, February 8). *What is information architecture? - UX Design Institute*. <https://www.uxdesigninstitute.com/blog/what-is-information-architecture/>
- Heng, M. (2023, July). *Empat kota terbaik untuk pelancong dengan disabilitas - BBC News Indonesia*. <https://www.bbc.com/indonesia/vert-tra-66448755>
- Jackson, L., Haagaard, A., & Williams, R. (2022, April 19). *Disability Dongle* | Platypus. <https://blog.castac.org/2022/04/disability-dongle/>
- Joshi, M., & Deole, P. (2025). Enhancing UI/UX Design for Children's Educational Gaming Platforms: An Integrated Multicriteria Decision Making Framework. *Journal of Scientific & Industrial Research*, 84(2). <https://doi.org/10.56042/jsir.v84i02.9675>
- Kaley, A. (2024, May 8). *UX Writing: Study Guide - NN/g*. <https://www.nngroup.com/articles/ux-writing-study-guide/>
- Kementerian Pendidikan dan Kebudayaan » Republik Indonesia. (n.d.). Retrieved February 21, 2025, from <https://www.kemdikbud.go.id/main/blog/2024/12/bukti-kesuksesan-penyandang-disabilitas-di-ruang-publik-berkat-penyediaan-dukungan-dan-peluang>
- Musolino, G., Rindone, C., & Vitetta, A. (2022). Models for Supporting Mobility as a Service (MaaS) Design. *Smart Cities*, 5(1), 206–222. <https://doi.org/10.3390/smartcities5010013>
- Narayanan, S., & Antoniou, C. (2023). Shared mobility services towards Mobility as a Service (MaaS): What, who and when? *Transportation Research Part A: Policy and Practice*, 168. <https://doi.org/10.1016/j.tra.2023.103581>
- Oulasvirta, A., Dayama, N. R., Shiripour, M., John, M., & Karrenbauer, A. (2020). Combinatorial Optimization of Graphical User Interface Designs. *Proceedings of the IEEE*, 108(3), 434–464. <https://doi.org/10.1109/JPROC.2020.2969687>
- Park, J., & Chowdhury, S. (2022). Towards an enabled journey: barriers encountered by public transport riders with disabilities for the whole journey

- chain. *Transport Reviews*, 42(2), 181–203.
<https://doi.org/10.1080/01441647.2021.1955035>
- Patrick, V. M., & Hollenbeck, C. R. (2021). Designing for All: Consumer Response to Inclusive Design. In *Journal of Consumer Psychology* (Vol. 31, Issue 2, pp. 360–381). John Wiley and Sons Inc.
<https://doi.org/10.1002/jcpy.1225>
- Propiona, J. K. (2021). IMPLEMENTASI AKSESIBILITAS FASILITAS PUBLIK BAGI PENYANDANG DISABILITAS. *Jurnal Analisa Sosiologi*, 10. <https://doi.org/10.20961/jas.v10i0.47635>
- Qu, J., Guo, H., Wang, W., Dang, S., & Liu, H. (2022). A Study on the Intuitive Design of Target Search Tasks under Time and Information Pressure. *Brain Sciences*, 12(11). <https://doi.org/10.3390/brainsci12111464>
- Riksen, E. (2022). *Increasing Empathy in Designers by Adding Context to Empathy Maps in the Design Process*.
- Salminen, J., Wenyun Guan, K., Jung, S. G., & Jansen, B. (2022, April 29). Use Cases for Design Personas: A Systematic Review and New Frontiers. *Conference on Human Factors in Computing Systems - Proceedings*.
<https://doi.org/10.1145/3491102.3517589>
- Santika, E. F. (2024, July 16). *Ini Prevalensi Disabilitas Indonesia pada 2023*.
<https://databoks.katadata.co.id/layanan-konsumen-kesehatan/statistik/66a13e9eb02df/ini-prevalensi-disabilitas-indonesia-pada-2023>
- Soegaard, M. (2024, November 29). *What is a Sitemap in UX Design? | IxDF*.
https://www.interaction-design.org/literature/article/ux-sitemap?srsId=AfmBOoqPdQOYSE3mjPC0wETIYS1msx3EzdMaboANqBGsudOY-G1eLe1_
- Soegaard, M. (2025, January 3). *UI Color Palette 2025: Best Practices, Tips, and Tricks for Designers | IxDF*. <https://www.interaction-design.org/literature/article/ui-color-palette?srsId=AfmBOor6sC6cVCsqIBqS65VQILmRGkF1Tw1HS09sBtr1wz1UBfU55i1u>
- Swobodzinski, M., Parker, A. T., Wright, J. D., Hansen, K., & Morton, B. (2021). Seamless Wayfinding by a Deafblind Adult on an Urban College Campus: A Case Study on Wayfinding Performance, Information Preferences, and Technology Requirements. *Frontiers in Education*, 6.
<https://doi.org/10.3389/feduc.2021.723098>

- Syarifah, F. (2022, March 10). *Bappenas: Nilai Inklusivitas Indonesia Rendah, Peringkat 125 di Bawah Filipina dan Vietnam - Page 2 - Disabilitas Liputan6.com*. <https://www.liputan6.com/disabilitas/read/4907109/bappenas-nilai-inklusivitas-indonesia-rendah-peringkat-125-di-bawah-filipina-dan-vietnam?page=2>
- Tham, J. C. K., Howard, T., & Verhulsdonck, G. (2023). *UX Writing*. Routledge. <https://doi.org/10.4324/9781003274414>
- Typography in Inclusive Design Part 2: Choosing typefaces and laying out text content | Vision Australia. Blindness and low vision services*. (n.d.). Retrieved June 25, 2025, from <https://www.visionaustralia.org/business-consulting/digital-access/blog/typography-in-inclusive-design-part-2>
- Vinney, C. (2023, November 21). *What is human-centered design? A complete guide*. <https://www.uxdesigninstitute.com/blog/what-is-human-centered-design/>
- Vinney, C. (2024, December 27). *How to master the design of user flows [complete guide]*. <https://www.uxdesigninstitute.com/blog/design-user-flows-with-examples/>
- Wang, X., Yan, X., Zhao, X., & Cao, Z. (2021). *Identifying latent shared mobility preference segments in low-income communities: ride-hailing, fixed-route bus, and mobility-on-demand transit*. <https://doi.org/10.48550/arXiv.2107.04412>
- Wessel, M., Thies, F., & Benlian, A. (2022). The role of prototype fidelity in technology crowdfunding. *Journal of Business Venturing*, 37(4). <https://doi.org/10.1016/j.jbusvent.2022.106220>
- What are Affordances? | IxDF*. (n.d.). Retrieved June 25, 2025, from <https://www.interaction-design.org/literature/topics/affordances>
- What is Human-Centered Design (HCD)? | IxDF*. (2021, June 12). https://www.interaction-design.org/literature/topics/human-centered-design?srsId=AfmBOopxQ3y3Skg8tUapw49CFYA2aVNQOcMcr16xZ3BivQ6otf-vykF#the_trouble_with_%E2%80%9Cusers%E2%80%9D_is_they%E2%80%99re_only_human-1
- Wolf-Meyer, M. (2022). Human-centred design, disability and bioethics. *Medical Humanities*, 49(3), 334–339. <https://doi.org/10.1136/medhum-2022-012391>