

Perancangan Desain Antarmuka Sistem Informasi Pelaporan dan Penanganan Kekerasan Seksual: Studi Kasus Universitas Indonesia = Designing the Interface of Sexual Violence Reporting and Handling Information System: A Case Study of Universitas Indonesia

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Abstrak

Kasus kekerasan seksual seringkali terjadi di lingkungan perguruan tinggi, tak terkecuali di Universitas Indonesia (UI). Satgas PPKS UI, lembaga resmi yang menangani kasus kekerasan seksual di UI, belum memiliki sistem yang terintegrasi dalam menangani dan mengelola kasus pelaporan kekerasan seksual secara terorganisir. Hal ini ditunjukkan oleh penggunaan sistem third party Google Forms untuk menerima laporan, Google Drive untuk menyimpan dokumentasi selama proses pelaporan dan penanganan, serta Linktree dan media sosial untuk mempublikasikan dokumen dan dasar hukum. Selain itu, belum adanya sistem pelaporan dan pencatatan yang baik untuk memantau progres kasus membuat pelapor kesulitan dalam mengetahui status kasus secara real-time dan transparan. Oleh karena itu, penelitian ini bertujuan untuk merancang solusi desain antarmuka sistem informasi pelaporan dan penanganan kekerasan seksual dalam lingkup Universitas Indonesia dengan menggunakan pendekatan user-centered design (UCD). Pengumpulan data melibatkan 16 responden yang terdiri dari 2 anggota Satgas PPKS UI, 5 orang yang pernah melaporkan kekerasan seksual, 5 orang ahli atau aktivis di bidang kekerasan seksual, dan 4 orang umum. Hasil pengumpulan data diolah menggunakan metode thematic analysis. Berdasarkan hasil penelitian, rancangan desain antarmuka sistem ini memiliki beberapa fitur utama, yaitu fitur pelaporan dan penanganan kekerasan seksual, hotline Satgas PPKS UI dan daftar kontak alternatif, fitur informasi dan edukasi terkait kekerasan seksual, serta fitur konseling untuk korban dan saksi. Penelitian ini menghasilkan rancangan desain antarmuka berbentuk low-fidelity design dan high-fidelity prototype. Rancangan tersebut dievaluasi kembali dengan Shneiderman's eight golden rules, remote moderated usability testing, dan post-study system usability questionnaire (PSSUQ). Berdasarkan hasil survei PSSUQ terhadap 107 responden, rancangan desain antarmuka mendapatkan nilai 1,657 untuk system usefulness, 1,726 untuk information quality, 1,766 untuk interface quality, dan 1,698 untuk overall. Nilai tersebut menunjukkan hasil yang baik. Penelitian ini diharapkan dapat membantu Universitas Indonesia (UI) selaku perguruan tinggi yang berwenang dalam upaya pencegahan dan penanganan kekerasan seksual di lingkungan kampus.

.....Cases of sexual violence often occur in higher education, including at Universitas Indonesia (UI). Satgas PPKS UI, the official institution that handles cases of sexual violence at UI, does not yet have an integrated system for handling and managing reported cases of sexual violence in an organized manner. This is demonstrated by the use of the third-party system Google Forms to receive reports, Google Drive to store documentation during the reporting and handling process, as well as Linktree and social media to publish documents and legal bases. Apart from that, the absence of a good reporting and recording system to monitor the progress of cases makes it difficult for reporters to know the status of cases in real time and transparently. Therefore, this research aims to design the user interface of the Sexual Violence Reporting and Handling Information System using the user-centered design (UCD) approach. The requirement gathering involved 16 respondents consisting of 2 members of Satgas PPKS UI, 5 people who have reported

sexual violence, 5 experts or activists in the field of sexual violence, and 4 general members of the public. The results of requirement gathering were processed using the thematic analysis method. Based on the research results, the system interface design has several main features, namely the sexual violence reporting and handling feature, the Satgas PPKS UI's hotline and alternative contact list, information and education features related to sexual violence, and counseling features for victims and witnesses. This research produced a low-fidelity design and a high-fidelity prototype. The design was evaluated with Shneiderman's eight golden rules, remote moderated usability testing, and a post-study system usability questionnaire (PSSUQ). Based on the PSSUQ survey conducted on 107 respondents, the interface design scored 1.657 for system usefulness, 1.726 for information quality, and 2.293 for interface quality. Overall, the interface design scored 1.698 indicating good results. Hopefully, this research can help Universitas Indonesia (UI) as the authorized university in efforts to prevent and handle sexual violence on campus.