Perancangan Prototipe Aplikasi ChatQurani Melalui Pendekatan User-Centered Design = Prototype Design of ChatQurani Application Using User-Centered Design Approach

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Abstrak

Pada era perkembangan teknologi, chatbot berbasis AI sebagai media pencarian informasi mulai banyak diadopsi di masyarakat. ChatQurani, merupakan chatbot berbasis AI yang diwacanakan oleh LPMQ (Lajnah Pentashihan Mushaf Al-Qur’an) Kementerian Agama RI untuk menjawab pertanyaan pengguna mengenai kandungan Qur’an serta ‘Ulumul Quran lainnya. Penelitian ini bertujuan memahami kebutuhan fitur calon pengguna akan ChatQurani. Penelitian ini juga menghasilkan desain antarmuka ChatQurani melalui pendekatan user centered design (UCD). Pengumpulan kebutuhan chatbot dilakukan melalui survei serta wawancara pengguna, yang kemudian diimplementasikan menjadi 32 desain fitur. Berikutnya, rancangan desain antarmuka dievaluasi usability testing (UT), wawancara kontekstual, dan system usability scale (SUS). Hasil dari UT menyatakan mayoritas task mendapatkan success rate sebesar 100% dengan nilai terendah sebesar 80%. Selain itu, SUS menghasilkan rerata skor 71,83, menjadikan sistem dinilai memiliki usability “baik” untuk digunakan dan “dapat diterima”.

.....In the era of technology, AI-based chatbots as a medium for information retrieval have begun to be widely adopted in society. ChatQurani is an AI-based chatbot envisioned by LPMQ (Lajnah Pentashihan Mushaf Al-Qur’an) of the Indonesian Ministry of Religious Affairs to answer users' questions about the contents of the Qur'an and other 'Ulumul Quran topics. This research aims to understand the needs of potential users for ChatQurani. It also produces the interface design for ChatQurani using user-centered design (UCD) as the approach. The requirements for the chatbot were gathered through a survey and user interviews, which were then implemented into 32 feature designs. The interface design was evaluated using usability testing (UT), contextual interviews, and system usability scale (SUS) questionnaire. The results from UT showed that the majority of tasks achieved a success rate of 100%, with the lowest score being 80%. Additionally, SUS resulted in an average score of 71.83, indicating that the system has a "good" usability rating and is "acceptable" for use.