IOS-Based Mobile Service Ordering Application Using Wireframe and Figma

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Article Info

Abstract

This research was conducted on designing the user interface for an IOS-Based Mobile Service Ordering Application Using Wireframe and Figma. Wireframe and Figma application plates were used as a tool to design this interface quickly and easily. The Lean UX method which is one of the methods in designing UX is used to design the interface concisely and effectively. The technology in question covers all aspects of life, therefore here we create an application that is expected to help the community in finding tenants for IOS-based services, with the aim of helping people who have difficulty finding service providers they want to recruit. help with their daily homework.

1. Introduction

The COVID-19 pandemic that has occurred in the last 2 years has resulted in people in Indonesia in particular having to comply with government regulations to carry out all activities from home. The workers who are most affected make it difficult for them to find a way out for their business to continue, especially service workers.

It is undeniable, the development of mobile phones is one of the fastest growing technological media. The development of online sales or sales from internet media has been a lot and coupled with a pandemic that requires everything to be digital based. Some activities can now be done only via a smartphone, all needs are readily available at the touch of a button.

Therefore, we got an idea for making an application that makes it easy for the community where the application can facilitate us in finding the services we want to rent for our daily needs and from the side of a service provider, they can also rent their services without having to only in the store, With this application we hope to help the Indonesian people better. purpose is Helping service tenants to be easily accessible by the people in Indonesia, Helping people who are still having trouble finding service providers who want to be hired to help with daily household chores and Creating a mobile application that can become a service rental center among the public that is easy and convenient to use.

Results is Creating new jobs from an application that can make it easier for

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service providers to get customers and Providing convenience to people who want to find service providers in just an application.

User Experience (UX) is a collection methods applied to the design process for a more interactive experience[1].

Wireframes are simple wireframes that provide a visual image of the layout and provide more detailed information or functionality regarding improvements to the application's system interface recommendation page. Wireframe is the basic framework or blueprint of a single page application that will be built by application developers. While Figma is one of the design tools that is usually used to create the appearance of mobile applications, desktops, websites and others. Both of these tools can be said to be the best choice for developers to design a web interface[2].

Figma is a cloud-based design application and prototyping tool for digital projects. Figma was created to help users collaborate on projects and work in teams at once anywhere[3]. Figma is a vector graphics editor and prototyping tool with web-based and additional offline features enabled by desktop applications for Mac OS and Windows[4].

Information architecture (often abbreviated IA, information architecture) is the art of describing a model or concept of information used in activities that require explicit details of a complex system.

2. Research Methods

2.1. Object of Research

The object of the research was carried out at Pekanbaru city.

2.2. Research Methods

The research method is carried out using the research method. The method can be seen in the following figure 1:

Figure 1. Research Method

2.2.1. Understand

This is the stage of understanding the problem. By understanding what problems the user is facing, the right solution can be found as well.

2.2.2. Research

It is the stage of finding the information needed to solve the problem. The results of this research are the main core of the success of the project whether it meets expectations or fails.

2.2.3. Analyze

This stage will use all the information that has been collected in the previous two stages to analyze and filter the most important elements

2.2.4. Design

This is the stage of designing the application design to be made. Like designing a site map, user flow. Mockups, images, icons and color selection.

2.3. Design Analysis

a. Target User

Service workers who are still around or living in stores and users who need service workers for the needs of each user.

b. Product Limits

Currently the application can only cover the domestic area and can only be enjoyed on IOS-based devices online.

c. Platforms

The platform we use is an IOS-based operating system and the type of device is iPhone 13 Pro Max.

d. Product design usage scenarios.

Mr. Wawan and his wife live in a house with a large yard where tall grass is overgrown and it looks unsightly, so Mr. Wawan is looking for a lawn mower to clean up the messy looking yard. However, unfortunately, Mr. Wawan had difficulty getting a lawn mower due to limited information about available lawn mower service providers.
Mr. Wawan's wife, who knew the internet world earlier than Mr. Wawan, presented a service seeker application (D'Work) where Mr. Wawan did not have to bother looking for service workers. Mr. Wawan's wife demonstrated the use of the application by creating an account first and after it was successful, Mr. Wawan could easily order the services needed. The feature of exchanging messages with ordered service providers is Pak Wawan's mainstay because he can find out the

existence and readiness of the hired service. Mr. Wawan felt helped and satisfied with the work done by the lawn mower, he was happy to provide a review based on the work of the lawn mower.

e. Navigation

Table 1. Navigation apps

Function	Description
Register	Used to display the account registration page
Login	Used to display the login page for previously registered accounts
Main Menu	Is the page that is the main place of this application to see the features or contents of the application
History	Is the history menu we last ordered the services we ordered before
Favorite	Is a menu where we favorite a service that we like
Mesagges	Is a menu where we have a chat with service
Profile	Is a menu of user self data
Selection menu	This is a menu for us to choose a list of available services

there are 8 navigation menus in this application

2.4. Information Architecture

The following is the architecture of the D'work application designed with a use case diagram:
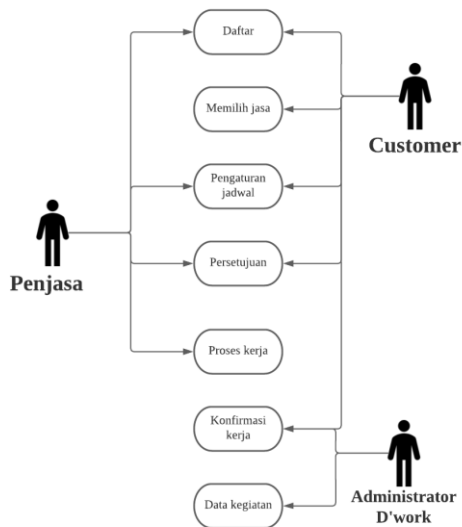
Figure 3. Information Architecture

3. Results and Discussion

3.1. Wireframe

The purpose of wireframes is not visual design, but to convey the structure, structure, layout, navigation and organization of content. Therefore, wireframes are usually made in black and white. Wireframes emphasize more on content than content. Wireframe is divided into 3 components of the framework according to namely information design, interface and navigation.
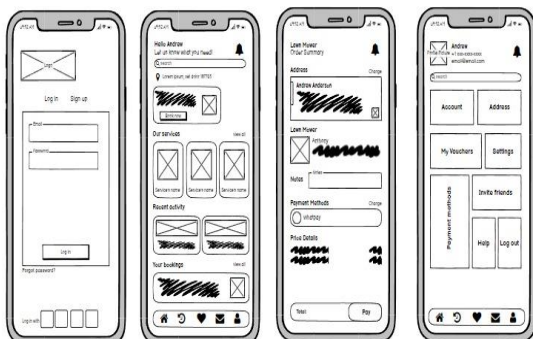

Figure 4. Wireframe

3.2 Figma

D'Work It is a mobile-based service finder application which aims to help the public in finding a service provider easily and efficiently. With this application, it can make it easier for us to find a service provider to help us do our daily homework, and with this application it can also make it easier for a service provider to find his customers.

3.2.1 Splash Screen
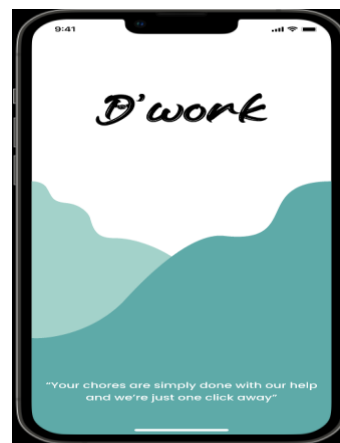
Figure 5. Splash Screen

Splash Screen is the first screen when the application is first run. Usually displays logos and trademarks.

3.2.2 Main Menu
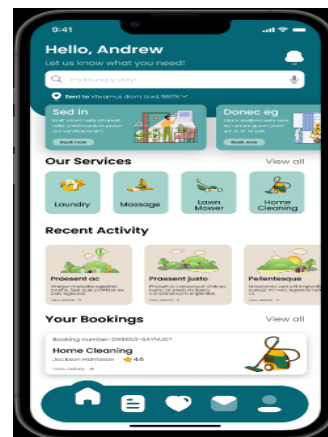
Figure 5. Main Menu

The main menu consists of our services, recent activity and your bookings. Our services such as laundry, message, home cleaning and others
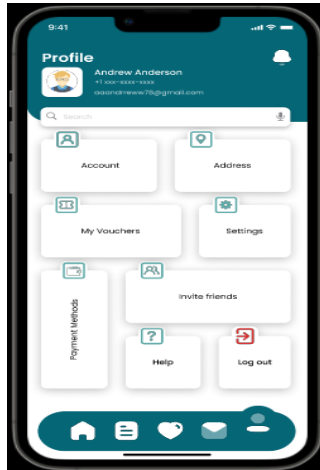
3.2.3   Profile

Figure 5. Profile

Profile contains customer data from D'Work. Contains accounts, addresses, vouchers, invite friends, settings and more.

3.3 Test result

In the method and test results here we take data from Google forms using questions or questionnaires. Here are the data from the questionnaire along with the graphs of the questions answered. And there are also some suggestions given by users (respondents) for the applications

3.3.1   Table results

Figure 6. data google form

In the google form image above, it can be seen that as many as 20 people participated in the usability testing survey for the "D'work" application.

3.3.2   Chart results

Figure 7. Question 1

The first question we ask in the google form above is "What do you think about the application?" From these questions, we get results as much as 95% of the total respondents who think that the application we have made is good and 5% of the total respondents think that they are less interested in the application.

Figure 7. Question 2

The second question we asked in the google form above was "Is the application comfortable to use?" The results obtained that all respondents agree that our application is comfortable to use.

Figure 7. Question 3

The third question we asked in the google form above was "Is the application needed among the public?". From these questions, it can be concluded that 75% of the total respondents who participated felt that the application was very much needed and was expected to help the community. It was also found that as many as 25% of the total respondents felt that the application was not needed.

4. Conclusion

The global COVID-19 pandemic has forced the mobility of the world's citizens to be limited which requires residents to stay at home which has a major impact on workers, especially service workers in Indonesia. With the D'work application, workers can still continue their business without having to bother looking for customers and users don't have to leave their homes to find the services they need. All activities are easily carried out with a tool that you always hold in your hand at all times. Prior to launch, application creators are required to conduct research on application usage. From the survey that has been carried out, it can be concluded that the majority of respondents feel interested and need and expect the D'work application to continue to be improved and realized immediately. All respondents also agreed that the D'work application was comfortable to use.

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