MOBILE APPLICATION DESIGN INDONESIAN BEHOME ONLINE PSYCHOLOGY CONSULTATION SERVICE USING USER CENTERED DESIGN (UCD) METHOD

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ABSTRACT

Parental divorce is considered one of the reasons children become broken homes. Some children from broken homes close their social circle because they are traumatized by something they have gone through, and some are also closed off by all their problems so they bury all their negative thoughts. Current technological developments can make it easier for those who feel introverted or cannot meet someone in person. Utilizing technology is currently quite a way for those who feel they have problems that cannot be solved alone and want to tell stories to people they can trust indirectly. In this project the author tries to design a Psychologist Consultation Service Application at Behome Indonesia. This system was created using the user centered design (UCD) method to produce a systematic and sequential system design. The system design is made using a use case diagram. The results of making this application can make it easier for broken homes to order psychologists and consult easily, safely and calmly using the mobile application.

Keywords: Broken Home, Consultation, User Centered Design, Service, Psychologist