Abstract

Jakarta nowadays is getting more crowded each year. The traffic is one of the biggest problems that occur in recent years. As a result, the government is planning to create a special project named JMRT (Jakarta Mass Rapid Transit). JMRT's main purpose is to reduce the traffic by optimizing public transportation. One of the projects is implementing a monorail in Jakarta.

Therefore, the objective of this thesis is to design and develop a user friendly interface for the Jakarta Monorail Ticketing System prototype application. This idea comes from people experiencing using busway. The queue line to get a ticket for a busway is very time-consuming on hectic hours.

The analysis of this thesis will be using comparative study and surveys are used to get an idea what kind of application should be created for the ticketing system. The ticketing system development will be created based on the result of the comparative analysis method. The comparing will be taken on 2 cities that already have a monorail system. On the other hand the interface design will be generated by analysing the results from the surveys and interviews.

The result of this study will be evaluated and implemented on the application. The application will be developed on using Adobe Flash. Moreover, the evaluation will be focusing on the usability and the user friendliness of the application.

To conclude, the Jakarta Monorail Ticketing System is aimed for people to gain a quick access to purchase a ticket, and also to reduce human queuing and time consuming while purchasing a ticket.

Keywords: Ticketing System, User Interface, Usability, User friendliness.