# CHAPTER VI
# CONCLUSIONS

This chapter consists of the conclusions of the research that has been done and the suggestions for future research.

## 6.1 Conclusions

Based on the study, the conclusion that could be drawn was that the proposed design of Portal Unand managed to solved users' problems, met users' needs, and helped users to reach their goals. The new design was created by following the design thinking process, starting from empathize, define, ideate, prototype, and testing. The new design was usable based on the three main criteria of usability which are effectiveness, efficiency, and satisfaction. The effectiveness and efficiency were calculated by using Maze with the score of 84 that fell into the high usability range. The satisfaction aspect was calculated by using System Usability Scale (SUS) with the score of 83.33 that fell into Grade A and acceptable category. Therefore, the new prototype was usable and could be developed.

## 6.2 Suggestions

In the process of making this final project, there were some limitations. Based on that, there were some suggestions for further research. The suggestions were as follows.

1.     The next research could use in-depth-interview in the empathize phase as one of the research methods because it will gain more insights from the users.

2.	The usability testing could be moderated by using a thinking out loud method because it will gain more insights on how users actually use the product.

3.	The further study could develop the new prototype design as a web-based app and preferably a mobile app.