



Systematic Literature Review: Evaluate User Experience On the Ticket Booking Application

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Abstract—Various ticket booking applications in Indonesia offer many options for consumers, before determining which application to use to order tickets, consumers of course first compare each platform in order to get the best service for existing ticket booking applications. There is a mobile application that makes it easy to order tickets online and provides various needs on one platform. Booking tickets with the help of technology can summarize the costs and time required in conventional ticket bookings. Focusing on the needs and emotions of users when using a ticket booking application is one of the keys to the success of an application, evaluating user experience to ticket booking application users can find out the experience users get when using a ticket booking application. The method used in this research is the Systematic Literature Review (SLR) from journal papers published from 2017-2021. The results showed that the ticket ordering application had more research on the Traveloka and Tiket.com applications, and the methods used for evaluating user experience/user experience and ticket booking applications were more dominant using the User Experience Questionnaire (UEQ) method, as well as the advantages of the method used. For evaluating user experience/user experience and ticket booking applications, the User Experience Questionnaire (UEQ) method has the advantage of measuring aspects of the user experience of the product very quickly and the results obtained are more comprehensive on the user experience.

Keywords—User Experience, Ticket Booking Application, Systematic Literature Review

I. INTRODUCTION

Ordering is an activity carried out before the buying process, which locks information related to the date and price of a ticket and makes payments. Mobile ticketing is an activity that allows you to make a reservation process where you can ask or get information about the date and price of a ticket online. Various ticket booking applications in Indonesia offer many options for consumers, before deciding which application to use, consumers of course compare each platform to get the best service. Booking tickets with the help of technology can summarize the costs and time required in conventional ticket bookings. With the evaluation of user experience, application users can find out the experience users get when using an online ticket booking application, and to improve service to users when ordering tickets. The purpose of this study is to measure user experience by reviewing previous research related to evaluating user experience / user experience related to ticket ordering.

So that the research to be carried out uses the Systematic Literature Review (SLR) method to review previous research published from 2017-2021 which later can help improve services and innovate in various aspects to facilitate users in terms of usability as well as user experience with ordering applications ticket.

II. METHODOLOGY

The stages in this research refer to research that has been done before [1], [2] as follows:

A. Object of research

The object of research is ordering tickets on the application. Taking the object of research is ordering tickets on the application because booking tickets with the help of technology can summarize the costs and time required in conventional ticket bookings. With the evaluation of user experience, application users can find out the experience users get when using the ticket booking application, and user experience evaluation has various methods.

B. Research methods

The stages in the Systematic Literature Review consist of 3 stages of research consisting of the planning stages (planning a review), conducting (conducting a review) and reporting (reporting a review). The research stages can be seen in the following figure:



Fig. 1. Research Stages

1) Research Question

Research Question or research questions are determined based on the needs of the research topic. The following are the questions of this research:

- RQ1. What is the name of the ticket booking application used?
- RQ2. What methods are used to evaluate user experience / user experience and ticket booking applications?
- RQ3. What are the advantages of the method used for evaluating user experience / user experience and ticket booking applications?

2) Search Process

Search Process or the search process is the process of getting sources that are relevant to RQ. The search process uses the site <https://scholar.google.com>.

3) Inclusion and Exclusion Criteria

This stage is to determine whether the data found is suitable for use in research or not. A study is eligible to be selected if it has the following criteria:

- The data obtained has a time span of 2017-2021.
- Data obtained from the site <https://scholar.google.com>.
- The data used are only journal papers about evaluating user experience / user experience and ticket booking applications.

4) Quality Assessment

At this stage the data found will then be evaluated based on the quality assessment criteria questions as follows:

- QA1. Are journal papers published in 2017-2021?
- QA2. Does the journal paper discuss the evaluation of user experience / user experience and ticket booking applications?
- QA3. Does the journal paper write down the method used?

From each paper, a score will be given for each of the questions above.

- Yes : For journal papers that match the quality assessment criteria question.
- Not : For journal papers that do not match the quality assessment criteria question.

5) Data Collection

This stage is the collection of data for research and for the next analysis process is carried out. The data collection steps are as follows:

- Visit the site <https://scholar.google.com>.
- Entering the keyword, namely "evaluation of user experience on the ticket booking application".
- Select "Special Range", then enter 2017-2021 and click browse to get journal papers from 2017 to 2021.

6) Data Analysis

This stage will analyze the data that has been collected and the results will answer the predetermined RQ.

7) Documentation

Write down the stages until the research results are in the form of a paper according to the format that has been provided.

III. RESULT AND DISCUSSION

A. Results of Search Process and Inclusion and Exclusion Criteria

The results of the Search Process and Inclusion and Exclusion Criteria are obtaining 30 journal papers that have been selected with data criteria spanning 2017 to 2021 and the data used are only journal papers on evaluation of user experience / user experience and ticket booking applications. The data are then grouped based on the type or type of journal. Table 1 below is a grouping of journal papers based on the types that have been obtained.

TABLE I. GROUPING JOURNAL PAPERS BASED ON THE TYPES THAT HAVE BEEN OBTAINED

No.	Journal Type	Year	Amount
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1.	Journal of Information Technology Development and Computer Science	2020	1
2.	Journal of Information Technology Development and Computer Science	2018	3
3.	Journal of Information Technology Development and Computer Science	2019	6
4.	Journal of Physics: Conference Series	2021	1
5.	IEEE HNICEM	2017	1
6.	International Conference on Informatics and Computational Sciences (ICICoS)	2017	1
7.	International Conference on Informatics and computing (ICIC)	2018	1
8.	Journal of Information Technology and Computer Science (JITeCS)	2018	1
9.	Scientific Journal of Informatics	2020	1
10.	IOP Conf. Series: Materials Science and Engineering	2020	1
11.	International Conference on Science, Technology, and Environment	2020	1
12.	Journal of Physics: Conference Series	2020	1
13.	Journal of Applied Computers	2020	1
14.	Journal of Business Information Systems	2019	1
15.	Mantik Penusa's Journal	2018	1
16.	JUTISION	2018	1
17.	Pekommas Journal	2018	1
18.	Journal of Information Technology and Computer Science (JTIK)	2021	1
19.	Conference on Management, Business, Innovation, Education and Social Science	2021	1
20.	JSIKA	2017	1
21.	JBE (Journal of Economic Frames)	2018	1
22.	JBB (Journal of Business and Banking)	2020	1
23.	IPTA Journal	2020	1

B. Quality Assessment Results

Table 2 below is the result of the Quality Assessment or the quality of the assessment.

TABLE II. QUALITY ASSESSMENT RESULTS

No.	Author	Title	Year	Q A 1	Q A 2	Q A 3	Th e result
1.	Raden Siti Nabila Putri Fasabuma, Herman Tolle, and Satrio Hadi Wijoyo	Analysis of the User Experience of the Cinema Ticket Ordering Application using the User Experience Questionnaire (UEQ) and Heuristic Evaluation (HE)[3]	2020	Y e s	Y e s	Y e s	✓

2.	Rizky Ashar Murdiono, Herman Tolle, and Agi Putra Kharisma	Evaluation of User Experience in Online Ticket Sales Mobile Applications[4]	2018	Y e s	Y e s	Y e s	✓
3.	Ricco Anjasmara Putra Pratama Hadi, Hanifah Muslimah Az-zahra, and Satrio Hadi Wijoyo	User Experience Evaluation Using meCUE Questionnaire (Study Cases in the Traveloka and Pegipegi Applications)[5]	2019	Y e s	Y e s	Y e s	✓
4.	Dea Annisa Larasati, Hanifah Muslimah Az-Zahra, and Ratih Kartika Dewi	Evaluating User Experience by Adapting MeCUE Questionnaire on the KAI Access Application and Tiket.com Application[6]	2018	Y e s	Y e s	Y e s	✓
5.	Muhammad Azmi, Agi Putra Kharisma, and Muhammad Aminul Akbar	User Experience Evaluation of Online Food Ordering Mobile Applications with Design Thinking Method (GrabFood Case Study)[7]	2019	Y e s	Y e s	Y e s	✓
6.	Salma Mutiasanti, Mahardeka Tri Ananta, and Hanifah Muslimah Az-Zahra	Evaluation of User Experience in Mobile E-Commerce Applications in Indonesia Using Honeycomb UX[8]	2018	Y e s	Y e s	Y e s	✓
7.	MS Abubakari, Nurkhamid and G Hungilo	Evaluating e-Learning Platforms in Postgraduate Schools Based on User Experience Evaluation Techniques[9]	2021	Y e s	Y e s	Y e s	✓
8.	Rolysent K. Paredes and Alexander A. Hernandez	Measuring the Quality of User Experience on Web Services: The Case of Universities in the Philippines[10]	2017	Y e s	Y e s	Y e s	✓
9.	Ni Putu Indah Rosita Devy,	Evaluating the user experience of the English learning	2017	Y e s	Y e s	Y e s	✓

	Sunu Wibirama, and Paulus Insap Santosa	interface using the User Experience Questionnaire and System Usability Scale[11]					
10.	AA The wife of Ita Paramitha, Gede Rasben Dantes and Gede Indrawan	Web-Based Academic Progress Information System Evaluation Using Heuristic Evaluation and User Experience Questionnaire (UEQ)[12]	2018	Y e s	N o t	Y e s	✓
11.	Bondan Sapta Prakoso, and Subriadi Apol	E-Government Online Service User Experience: A Case Study of SIMPATIKA Service Applications at the Indonesian Ministry of Religion[13]	2018	Y e s	Y e s	Y e s	✓
12.	Leon A. Abdillah	Analysis of the User Experience of the FinTech E-Commerce Payment Application during the COVID-19 Pandemic[14]	2020	Y e s	Y e s	Y e s	✓
13.	H. Elmunsyah, WN Hidayat, S Ulfa, E Surakhman and R Wakhidah	Measure user experience on a personalized online training system (POTS) to support online learning [15]	2020	Y e s	Y e s	Y e s	✓
14.	Kurniawan Teguh Martono	Analysis of User Experience Using the UEQ Method in a Web-Based Child Development Monitoring Information System [16]	2020	Y e s	Y e s	Y e s	✓
15.	PWS Dewi, GR Dantes, and G. Indrawan	Evaluate the user experience of the e-report application using a cognitive walkthrough (cw), heuristic evaluation (he) and user experience questionnaire (ueq)[17]	2020	Y e s	Y e s	Y e s	✓
16.	Silvana Rasio Henim, Rika	Evaluation of Student Academic Information System User	2020	Y e s	Y e s	Y e s	✓

	Perdana Sari	Experience at Higher Education Using User Experience Questionnaires[18]					
17.	Leon Andretti Abdillah	Analysis of Online Transportation Mobile Applications Using User Experience Questionnaires in the Millennial Era and Z[19]	2019	Y e s	N o t	Y e s	✓
18.	Fauzan Fitrandah, Hanifah Muslimah Az-Zahra, and Admaja Dwi Herlambang	Evaluation of User Experience on Kahoot and Socrative using the User Experience Questionnaire (UEQ) Method (Study at SMKN 3 Malang)[20]	2019	Y e s	Y e s	Y e s	✓
19.	Irma Rofni Wulandari, Lilis Dwi Farida	Measuring User Experience in E-Learning in University Environments Using User Experience Questionnaires (UEQ)[21]	2018	Y e s	Y e s	Y e s	✓
20.	Ni Komang Suastini, I Gusti Lanang Agung Raditya Putra, and I Putu Satwika	Analysis of User Experience on the Website Distro Management System (Dimans)[22]	2018	Y e s	Y e s	Y e s	✓
21.	Raka Yuwono Ario Wibowo, Satrio Hadi Wijoyo, and Retno Indah Rokhmawati	Analysis of User Experience in Mobile Banking Applications in Indonesia Using Usability Testing and User Experience Questionnaires (UEQ) (Study on JakOne Mobile and BCA Mobile)[23]	2019	Y e s	Y e s	Y e s	✓
22.	Wibiansya Analis Febrianto, Widhy Hayuhardhika N. Putra, Andi Reza Perdanakusuma	Analysis of the User Experience of the Paperless Public Health Center Information System Application using the Usability Testing Method and the User Experience	2019	Y e s	Y e s	Y e s	✓

		Questionnaire (UEQ)[24]					
23.	Vieka Aprilia Intanny, Inasari Widiyastuti, and Maria Dolorosa Kusuma Perdani	Measuring Usability and User Experience of the Jogjaplaza.id Marketplace using the UEQ and USE Questionnaire Methods[25]	2018	Y e s	Y e s	Y e s	✓
24.	I Nyoman Saputra Wahyu Wijaya, Putu Praba Santika, Ida Bagus Ary Indra Iswara, and I Nyoman Alit Arsana	Analysis and Evaluation of PaTik Bali User Experience with the User Experience Questionnaire (UEQ) Method[26]	2021	Y e s	Y e s	Y e s	✓
25.	Johny Budiman, Sherlin	Analysis of the Factors Affecting Booking Intention through an Online Travel Agency with Website Quality and Perceived Value as Mediating Variables[27]	2021	Y e s	N o t	Y e s	✓
26.	M Iqbal Alhabsyi, Sulistiowati and Erwin Sutomo	E-Ticketing Website Acceptance Analysis using TAM 2 at KAHA Tours & Travel Company[28]	2017	Y e s	Y e s	Y e s	✓
27.	Akhmad Afnan	Measuring the Success of Using Pt Kereta Api Indonesia (Kai) E-Ticketing With Modified Delone Dclean[29]	2018	Y e s	Y e s	Y e s	✓
28.	Frita Dwi Julianinda, Hanifah Muslimah Az-Zahra, and Satrio Hadi Wijoyo	Evaluation of Rank Comparison between Proposed Value and Perceived The value of the E-ticketing is based on the UXHoneycomb Model[30]	2019	Y e s	Y e s	Y e s	✓
29.	Octavianus Adi Wijaya, Erna Andajani	Test the determinants of individual intention to use on the	2020	Y e s	Y e s	Y e s	✓

	and Siti Rahayu	Traveloka application[31]					
30.	Nur Annisa Fitri, IGPB. Sasrawan Mananda, and Putu Agus Wikanatha Sagita	The Influence of Price, Convenience, and Trust on the Decision to Purchase Airline Tickets Through the Garuda Indonesia Mobile Application[32]	2020	Y e s	Y e s	N o t	✓

C. Data Analysis

This stage will answer the Research Questions (RQ) that have been determined previously and discuss the results of the methods used to evaluate the user experience and ticket booking applications and their advantages from 2017-2021.

- **Result of RQ1. What is the name of the ticket booking application used?**

From the results of Research Question 1, there are several ticket booking applications used in the research paper, and the name of the ticket booking application based on research conducted in 2017-2021 related to user experience and ticket booking applications, more research on the Traveloka and Tiket.com applications, can be seen in Table 3 below.

TABLE III. NAME OF TICKET BOOKING APPLICATION

No.	Ticket booking application name	Paper	Amount
1.	Cinépolis Indonesia and Cinema 21	1	1
2.	Traveloka and Tiket.com	2	1
3.	Traveloka and Pegipegi	3	1
4.	KAI Access Application and Tiket.com Application	4	1
5.	KAI Access	27	1
6.	Traveloka, Tiket.com, and Pegipegi	28	1
7.	Traveloka	29	1
8.	Garuda Indonesia application	30	1

- **Result of RQ2. What methods are used to evaluate user experience / user experience and ticket booking applications?**

From the results of Research Question 2, there are several methods used, and the methods used to evaluate user experience / user experience and ticket booking applications based on research papers in 2017-2021 are more dominant using the User Experience Questionnaire (UEQ) method, can be seen in Table 4 following.

TABLE IV. METHODS USED

No.	Method	Paper	Amount
1.	User Experience Questionnaire (UEQ)	7,8,11,12,13,14, 16,17,18,19,20, 21,24	13

2.	User Experience Questionnaire (UEQ) and Heuristic Evaluation (HE)	1,10	2
3.	Quick UX	2	1
4.	MeCUE Questionnaire	3,4	2
5.	Design Thinking	5	1
6.	UX Honeycomb	6,28	2
7.	User Experience Questionnaire (UEQ) and System Usability Scale (SUS)	9	1
8.	Cognitive walkthrough (CW), Heuristic Evaluation (HE) and User Experience Questionnaire (UEQ)	15	1
9.	Usability testing and User Experience Questionnaire (UEQ)	21,22	2
10.	User Experience Questionnaire (UEQ) and USE Questionnaire	23	1
11.	SEM-PLS analysis method	25,29	2
12.	TAM 2	26	1
13.	Modified Delone Dclean	27	1

User Experience Questionnaire(UEQ) is a questionnaire used to measure user experience of a product[33]. The purpose of using this questionnaire is to quickly assess the user's perceived experience of a product. There are 6 measurement scales in UEQ, namely:

1. Attractiveness: The overall impression that the user feels about the product. Do users like the product?
2. Perspicuity: The perceived ease when using the product. Is the product easy to become familiar with when used?
3. Efficiency: Interaction between users and products is fast and efficient.
4. Dependability: The feeling of the user in control of the interaction. Can the user predict system behavior?
5. Stimulation: The fun and motivation you get when using the product. Is the product motivating and interesting when used by users?
6. Novelty: Product creativity and innovation. Does the product have an innovative and creative appearance that can attract users' interest?

The Attractiveness scale in UEQ is a scale that measures the user's overall impression of the product. Measurements on this scale are also influenced by 5 other scales such as those on the application page, the Attractiveness scale measures the dimensions of user feelings when interacting with products (acceptance / rejection). Perspicuity, efficiency, and dependability are aspects of Pragmatic Quality which describe the

quality of interaction felt by users when completing tasks or achieving goals in product use. Stimulation and Novelty are aspects of Hedonic Quality, these two aspects are not related to the task and goals in using the product, but describe the feelings of pleasure and excitement that users feel when using the product[33].

- **Results of RQ3. What are the advantages of the method used for evaluating user experience / user experience and ticket booking applications?**

The User Experience Questionnaire (UEQ) method has the advantage of measuring aspects of the user experience of a product very quickly[12]. And UEQ was chosen because the results obtained are more comprehensive with respect to user experience[16].

- **Summary of Data Analysis Results**

Based on the results of the Research Question (RQ) regarding the name of the ticket booking application and the methods used to evaluate user experience / user experience and ticket booking applications and the advantages of this method of obtaining information, namely RQ1 Ticket Booking Application Name, based on research conducted in 2017-2021 Regarding user experience and ticket booking applications, there will be more research on the Traveloka and Tiket.com applications. And RQ2 The method used to evaluate user experience / user experience and ticket booking applications, based on research papers in 2017-2021, is more dominant using the User Experience Questionnaire (UEQ) method, As well as RQ3 The advantages of the method used for evaluating user experience / user experience and ticket booking applications, namely the User Experience Questionnaire (UEQ) method have the advantage of measuring aspects of the user experience of the product very quickly[12]. And UEQ was chosen because the results obtained are more comprehensive with respect to user experience[16].

IV. CONCLUSION

Conclusions can be drawn from the results of the research that has been done referring to the results Systematic Literature Review (SLR) name The ticket booking application is based on research conducted in 2017-2021 related to user experience and ticket booking applications, more research on the Traveloka and Tiket.com applications, and the methods used to evaluate user experience / user experience and ticket booking applications, based on research papers on 2017-2021 is more dominant in using the User Experience Questionnaire (UEQ) method, as well as the advantages of the method used for evaluating user experience / user experience and ticket booking applications, namely the User Experience Questionnaire (UEQ) method which has the advantage of measuring aspects of user experience product very quickly. And UEQ was chosen because the results obtained are more comprehensive with respect to user experience.

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