ABSTRACT

UI/UX Design on POS Machine Using Gamification Methods to Increase Productivity of THE CASHIER AREA

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The development of technology in the digital era is very rapid, almost all community activities in various sectors around the world depend on technology every day. In order to be competitive, each country revitalizes industries that support the economy in order to increase the effectiveness and revenues of that country. therefore a new term was born in the industrial world, namely the 4th industrial revolution. At Chigo POS machines are usually operated by Outlet employees whose job is to serve the cashier area and serve products to consumers. Outlet employee positions are usually filled by workers with an age range of 19-25 years. However, according to the case study that the researcher conducted, the Chigo outlet crew born in the 2000s and above felt that operating a Postal Machine was somewhat difficult to understand and had to get used to its complicated and confusing appearance because there were too many texts and display forms that were no longer relevant to the gen-Z who are used to a simpler, easier to understand, and attractive interface, because remembering that the interface on the POS machine still uses the old model found on computers in the 90s era.

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