

Evaluasi User Experience (UX) pada Aplikasi PeduliLindungi dengan Usability Testing = User Experience (UX) Evaluation of PeduliLindungi using Usability Testing

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Abstrak

Pandemi COVID-19 telah berdampak ke segala aspek kehidupan sejak Maret 2020 lalu. Melihat karakteristik virus COVID-19, diperlukan deteksi kasus sedini mungkin dengan melakukan pengawasan, identifikasi kasus, penjagaan komunikasi publik, dan juga interupsi transmisi komunal. Selain dengan menerapkan protokol kesehatan dengan ketat, Kementerian Kominfo RI merilis aplikasi PeduliLindungi sebagai upaya membantu pemerintah dalam menghentikan penyebaran COVID-19. PeduliLindungi dapat membantu dalam melakukan tracing, mendukung program vaksinasi, dan juga notifikasi zona. Aplikasi PeduliLindungi dapat bekerja dengan optimal bila diimbangi dengan partisipasi masyarakat untuk menggunakannya, namun masih terdapat masalah usability pada aplikasi PeduliLindungi yang memengaruhi pengalaman yang dirasakan pengguna. User experience dan usability berperan penting dalam penerimaan sebuah teknologi, sehingga dilakukan evaluasi user experience lebih lanjut aplikasi PeduliLindungi agar aplikasi lebih mudah untuk digunakan. Evaluasi dilakukan dengan usability testing dan mengukur performance metrics, self-reported metrics, dan issue-based metrics. Setelah melakukan evaluasi experience pengguna, dihasilkan rancangan interface aplikasi yang baru. Hasil rancangan interface yang baru berhasil meningkatkan user experience pengguna berdasarkan performance metrics.

.....The COVID-19 pandemic has impacted all aspects of life since March 2020. Looking at the characteristics of the COVID-19 virus, it is necessary to detect cases as early as possible by conducting surveillance, case identification, maintaining public communication, and also interrupting communal transmission. In addition to strictly implementing health protocols, the Indonesian Ministry of Communication and Informatics released the PeduliLindung application as an effort to support the government in stopping the spread of COVID-19. PeduliLindungi assists in tracing, support vaccination programs, and also provide zone notifications. PeduliLindung is only be able to work optimally if it is balanced with community participation to use it, however usability problems are still found in PeduliLindung which affect the experience from user. User experience and usability play an important role in the acceptance of a technology, so a further evaluation of the user experience of the PeduliLindung application was carried out with the purpose of making the the application easier to use. Evaluation was done by usability testing and measuring performance metrics, self-reported metrics, and issue-based metrics. After evaluating the experience user, improved interface design is generated. The results of the improved interface design succeeded in improving user experience based on performance metrics.