

ABSTRACT

Coronavirus (Covid-19) is a disease that has a high rate of spread, causing a long pandemic and causing mass panic throughout the world. The Satu Sehat application assists the government in handling the spread of Covid-19 and vaccination, besides that this application also functions as a requirement for long trips using land or air vehicles, as well as to find out visitor data in places that may invite crowds. The level of public trust regarding the Satu Sehat application is very minimal to accept and use it. This is of course a separate obstacle for the government in carrying out its business processes. So it is necessary to find out about the satisfaction level of Satu Sehat application users. In this study an analysis of the Satu Sehat Application will be carried out from the aspect of user experience using the Heart and Pulse Metric methods. The purpose of this study was to analyze the level of user satisfaction in using the application, find out the results of user experience analysis on the Satu Sehat application, and provide recommendations for improvements to Satu Sehat. The reason for using the Heart and Pulse Metrics method is because this method is a realistic method and is suitable for use in User Experience research, using the metrics contained in the method. Based on the results of the questionnaire obtained from 100 respondents, there are still users giving answers with the lowest scale value. The results of data processing that has been carried out, obtained a suitability value that is smaller than the decision score, which means that improvements are still needed including the E2, A1, R2, T3, U1, L1, L2, and S1 metrics, to improve performance in the Satu Sehat application. The results of recommendations that have been made to Satu Sehat to be able to develop applications, provide accurate information and make it easy for users to use the Satu Sehat application.

Keywords : Covid-19 , Satu Sehat, user experience, heart dan pulse metrics