ABSTRACT

In 2019, the world was hit by a disaster in the form of the COVID-19 virus pandemic that hit almost all countries in the world, including Indonesia. During the current pandemic, there are many innovations and breakthroughs that seek to reduce the spread of the COVID-19 virus, one of which is the PeduliLindung application launched by the Indonesian government. PeduliLindung is an application designed to help government agencies stop the spread of the Coronavirus disease (COVID-19). This application relies on community participation to share location data with each other during the trip. PeduliLindung still has negative perceptions from users in terms of user experience. With the problems experienced, it is necessary to evaluate, evaluation in this study using the usability scale (SUS) system. SUS interpretation in the form of percentile rank, grade, adjective, acceptability, and Net Promoter Score (NPS). The results of the study involving 30 respondents had an average SUS score of 56 (below the average SUS score in general) with a 15% percentile rank, grade F, adjective "OK", acceptability "Marginal Low", passive NPS. In addition to SUS, this study also uses cognitive walkthroughs to look for more specific problems. The cognitive walkthrough involved 6 respondents who were selected according to the user persona. The test is carried out with the aim of obtaining data on the time used in working on the task scenario, the success rate of the task scenario, the number of errors made when working on the task scenario, and the problems experienced by the respondents. The results of the cognitive walkthrough are task scenario 1 (Application login) as the task scenario that takes the longest time (486 seconds), task scenario 9 (displaying COVID-19 statistics in a certain location) is the task scenario with the lowest success rate (0%), and task scenario 8 (displaying the location of the COVID-19 test in a certain area) is the task scenario with the highest number of errors (45 times).

Keyword : User Experience, Evaluation, User Persona, System Usability Scale, Cognivite Walkthrough