ABSTRACT

At the beginning of 2020, the world was shocked by the emergence of the coronavirus (covid-19). The Indonesian government has made various efforts to prevent the spread of COVID-19. One of the breakthroughs made was the Peduli Protect application. The Peduli Protect application has various features, namely Scan QR code, Vaccine Certificate, COVID-19 Test Results, EHAC and so on. However, there are still features that are less effective and efficient, such as the Vaccine Certificate feature. So it is necessary to do user experience analysis to determine user satisfaction. The purpose of this study is to determine user satisfaction with the Peduli Protect application using the System Usability Scale method and to provide recommendations to application developers, namely KEMENKOMINFO so that improvements are made to features that do not meet user satisfaction. Based on the results of respondents' assessments that there are still features that are less effective and efficient, especially in the vaccine certificate feature and the results obtained from this research, it was found that the overall average score of SUS was 64.75, from the Grade Scale aspect of the Care to Protect application, it was in the category grade D, the Adjectives aspect is in the normal category and from the Acceptability aspect the application is in the marginal category. So that the level of user experience satisfaction in the Peduli Protect application is still less effective and efficient, especially in the vaccine certificate feature..

Keywords: Peduli Lindungi, User Experience, System Usability Scale