

ABSTRACT

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"ANALISIS TINGKAT USABILITY USER INTERFACE APLIKASI HALODOC MENGGUNAKAN METODE HEURISTIC EVALUATION

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(xiii+ 60 + Appendix)

In this digital era, technology has penetrated various aspects of human life, including health. Digital health services have developed rapidly and offer a variety of conveniences and conveniences for users, including online doctor consultations, purchasing drugs, and ordering laboratory tests. One example of digital health services is the Halodoc application. Halodoc is an application that connects health practitioners, such as doctors, pharmacies and laboratories directly to the patient's hands. The main factor that determines its success is usability or ease of use. Usability refers to the degree to which users can use a product or service to achieve their goals. To get the most out of this technology, the application must be easy to use and meet the needs of the user. The method used is the Heuristic Evaluation method. This method involves evaluating the application interface based on ten heuristic principles. The results of data processing show a descriptive calculation of the percentage on the Halodoc application questionnaire. It can be concluded that the number of respondents was 100 respondents, the score obtained was 11248 with a percentage of 89.98% which can indicate that the usability of the Halodoc application is included in the Very High category.

Bibliography (2016-2023)