

ABSTRACT

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Effect of Usability, Information, Interaction Services, User Interface And User Experience On Website User Satisfaction Detik.Com Webqual Method 4.0, User Experience Questionnaire (Ueq) And Eight Golden Rules

Detik.com is one of news portal website having visits most , based on the results of the survey was similarweb.com news portal website detik.com ranked to 2 as news portal website most visited after tribunnews.com .Website detik.com support display mobile and desktop which makes it easy for users in access detik.com without fear experienced limited gadgets or device .By the year 2020 indonesia entering the era of new normal which means that the behavioral changes to keep running normal activity but and apply protocol health to prevent the transmission of covid-19 (dandy bayu bramasta: 2020) .The spread of covid-19 in indonesia began of march still rarely information about covid-19 and media online is one of the dissemination of information at it to get information about covid-19. When lack of information about covid-19 detik.com website traffic is expected to increase visitors but the data website detik.com according to statistics www.similarweb.com has experienced a fall in march 2020 as the moon, so from the performance of assessment website detik.com very needs to be done. This assessment to see if website detik.com has given satisfaction to users. Based on of research is that which is to be focus on improving the quality of information, the quality a user interface and quality of experience user.

Keywords: Webqual, usability, information quality, interaction service quality, user interface, user experience, user satisfication

References (1992-2020)