

ABSTRACT

One of the health applications in Indonesia is KlikDokter. KlikDokter is an online health solution in one application that gets a rating of 4.4 out of 5 on the current Playstore platform (17/05/2022). This rating is still below similar telemedicine applications, such as Halodoc, AloDokter, and SehatQ. Thus, it is necessary to improve the quality so that the KlikDokter application can survive and compete with other similar applications, one of which is in the usability aspect. The telemedicine app is increasingly being used by the public during the COVID-19 pandemic, but many people are also new to knowing and using the health service application, such as the KlikDokter application. Thus, it is necessary to know how far the information and experience that has been obtained by the community regarding the use of these health service applications. This research conducts usability testing on the KlikDokter application which includes three aspects of usability according to ISO 9241:11, namely effectiveness, efficiency, and satisfaction. The results of the first test of usability values obtained on the aspect of effectiveness are 91.66%, efficiency is 90.71%, and satisfaction is 71.83 using the System Usability Scale (SUS) questionnaire, then improvements are made to the initial interface design of the application referring to the test results. first. The resulting interface design recommendations are re-evaluated with the same process as before. The results of the evaluation of the interface design recommendations resulted in the usability value obtained in the effectiveness aspect of 100%, on the efficiency aspect of 100%, and on the satisfaction aspect of 82.5. The increase in the usability value indicates that the interface design recommendations provided are more effective and efficient to use, and provide a better user experience than before.

Keywords : *KlikDokter, Usability Testing, ISO 9241-11, System Usability Scale.*