ABSTRACT

During the Covid-19 pandemic, people began to pay attention to their health and chose to use teleconsultation services to reduce physical contact and the possibility of contracting the virus. Users easily submit their data to facilitate the service process. The healthcare industry must be prepared to secure data, due to the prevalence of data leaks and sales. In addition to enterprise security systems, user awareness is the first protection that must be built. This study was conducted to measure the information security awareness of users of telemedicine applications that provide teleconsultation services. Data was collected by distributing questionnaires to 400 users of Alodokter, one of the teleconsultation applications in Indonesia. The questionnaire was developed using the Human Aspect of Information System Questionnaire (HAIS-Q) with seven focus areas in each dimension of knowledge, attitude, and behavior. Data analysis using Analytical Hierarchy Process (AHP).

The results showed that the level of information security awareness was "Good". Based on these dimensions, knowledge is the weakest dimension among other dimensions, especially related to the focus area of incident reporting and mobile devices. Based on the focus area, information handling was the lowest score, especially regarding setting a screensaver with a short time to minimize other people accessing personal devices. Based on all items, items regardigng changing passwords periodically get the lowest score. This means that Alodokter must provide more education to users or improve the Alodokter application by requiring users to change passwords automatically within a certain period of time.

Keywords: Information Security, Information Security Awareness, HAIS-Q, Analytic Hierarchy Process.