ABSTRACT

The spread of the disease Coronavirus or Covid-19 is very fast throughout the world. Therefore, it causes a pandemic that continues and cannot be predicted to end. Of course, the role of technology is needed to facilitate the dissemination of information about the Covid-19 pandemic. eHAC (Electronic Health Alert Card) is a digital-based health alert card supported by the Indonesian Ministry of Health which aims to collect data to avoid the spread of Covid-19 in Indonesia. The need to maintain and improve the quality of service for users so that the eHAC application can meet user expectations. This study uses two methods, namely, Electronic Service Quality and Importance Performance Analysis (IPA) methods. E-Service Quality method to determine the gap between expectations and user perceptions. As well as measuring the level of service quality. And knowing the important attributes with the E-Servqual dimensional approach with the Importance Performance Analysis (IPA) method to find out what attributes have an influence and play an important role in increasing user expectations, to make it a priority for improvement. The results of the study get the average value of the gap between user expectations and application performance of -0.05. The average value of service quality obtained from the calculation of the user's expectation value is divided by the application performance value of 1.01. From the results of the average value of service quality, it can be concluded that the services provided by the eHAC application are good, because the average value of service quality is more than a value of 1. Quadrant A or Priority in improvement gets the X14 attribute about the speed of sending what is needed. Improvement efforts that can be given are to integrate with public transportation ticket purchasing services, so that it does not require re-entering the data that has been listed on the ticket, therefore it can speed up the process of data collection on the eHAC application.