

Abstract

As an effort to break the chain of spread of COVID-19, by utilizing developments in information technology, the government can accurately disseminate information regarding the COVID-19 vaccine through E-Government. The Bogor City Health Office is one of the implementers of E-Government through www.dinkes.kotabogor.go.id/ which publishes information about vaccinations, from registration forms, requirements, availability of vaccines, to schedules and places for vaccinations. However, based on the observation results of the presentation of vaccination information on the website on the quality of user experience 5 users, there are still some user experience problems, such as; it takes a long time to find vaccination information, vaccination information is not located sequentially and hidden, and navigation on the website is not systematic, so it is necessary to evaluate the website to improve user experience in presenting vaccination information through improved prototype designs. The method used is Usability Testing to assess the Learnability aspect by testing task scenarios that have been determined directly on the Bogor City Health Office website as well as an improvement prototype design, as well as a User Experience Questionnaire (UEQ) to measure and compare the user experience of the Bogor City Health Office website with the design. repair prototype. The results of this study indicate that the comparison of the results of the user experience analysis Evaluation 1 and 2 with the two methods used has increased. In the assessment of the Learnability aspect, there is a percentage increase of 38%, which means that the percentage in Evaluation 1 of 50% has increased to 88% in Evaluation 2. The average value on each User Experience Questionnaire (UEQ) scale has also increased from the category Bad becomes Good and Excellent.

Keywords: user experience, website, usability testing, User Experience Questionnaire (UEQ).

