

ABSTRACT

The development of information technology has increased a lot in the digital era and the current Covid-19 pandemic, especially in Telehealth health services, is proof that with the development of information technology. With the rapid growth of Telehealth, of course, it can provide benefits and pose risks experienced by Telehealth users.

One of the risks is that personal health data information can be hacked and reach unauthorized people. In this study, the researcher used HAIS-Q for the questionnaire. This study aims to determine the level of information security awareness of telehealth service users with Halodoc's research object by measuring the dimensions: attitude, knowledge and behavior. Awareness level measurement uses the Analytical Hierarchy Process (AHP) method with three dimensions, namely the focus area: Password Management, Email Use, Internet Use, Social Media Use, Incident Reporting, Mobile Devices, Information Handling. Data collection was carried out on 400 Halodoc user respondents.

This study shows that the level of information security awareness of Halodoc users is "Good". Based on its dimensions, knowledge is the dimension with the lowest presentation among other dimensions, especially related to the focus area of Incident Reporting, Mobile Devices and Information Handling. Based on all items in the study, the item "change passwords regularly" became the item with the lowest percentage. With these results, Halodoc must provide more education to users or change the Halodoc application rules by requiring users to change passwords automatically within a set period of time.

Keywords: AHP, Awareness, Covid-19, HAIS-Q, Halodoc, Information Security, Telehealth