

ABSTRACT

The JakSehat application is designed to provide health information to the people of DKI Jakarta. However, an evaluation of usability and user satisfaction is needed because several complaints were found, such as an interface that lacks initiative and information that is not always accurate. This evaluation is important to ensure that the application can optimally meet the needs of the community, especially in providing effective digital health services. This study uses the System Usability Scale (SUS) method to measure the usability of the application and End User Computing Satisfaction (EUCS) to measure user satisfaction based on dimensions such as ease of use, accuracy and timeliness. Data were collected from 135 respondents who used the application. The results showed that the JakSehat application obtained a SUS score of 70.14 (category "OK"), but required some improvements in the Ease of Use and Accuracy dimensions of the EUCS model. recommendations for improvement are given to improve the quality of service and user experience.

Keywords: JakSehat Application, System Usability Scale, End User Computing Satisfaction, Application Evaluation, User Satisfaction.