Accredited Ranking SINTA 2
Decree of the Director General of Higher Education, Research, and Technology, No. 158/E/KPT/2021
Validity period from Volume 5 Number 2 of 2021 to Volume 10 Number 1 of 2026

Published online on: **http://jurnal.iaii.or.id**

JURNAL RESTI
(Rekayasa Sistem dan Teknologi Informasi)
Vol. 6 No. 3 (2022) 491 - 498 ISSN Media Electronic: 2580-0760

Factors Affecting the PeduliLindungi User Experience Based on UX Honeycomb

Adhim Jati Kusuma[1], Pantjawati Sudarmaningtyas[2], Antok Supriyanto[3]
[1,2]Information System Department, Faculty of Technology and Informatics, Universitas Dinamika
[3]Management Department, Faculty of Economic and Business, Universitas Dinamika
[1]18410100162@dinamika.ac.id, [2]pantja@dinamika.ac.id*, [3]antok@dinamika.ac.id

Abstract

With background of Covid-19 pandemic, Indonesian state trying to make various efforts, so people comply health protocols. One of them is through PeduliLindungi application. PeduliLindungi has 3 main functions, namely tracing, tracking, warning and fencing. However, PeduliLindungi is deemed unable to meet user needs in terms of appearance and experience provided. This study aims to find factors that affect user experience in PeduliLindungi app based on UX Honeycomb. UX Honeycomb is a tool that can explain various aspects of user experience design in 7 indicators and grouped into 3 variables. The 3 variables are Think (useful, valuable, credible), Feel (desirable, credible), and Use (findable, accessible, usable). This study uses primary data by distributing online questionnaires to 404 respondents contains 15 statements that represent all UX Honeycomb variables, with 5 scales of answer choices namely strongly disagree/disagree/neutral/agree/strongly agree. From the calculation results, it is found that all variables and indicators significantly affect user experience with greatest level of influence being on the Think variable at 0,418, the second Use at 0,219, and the last is Feel at 0,151. Further research is expected can measure the level of influence on user experience by making direct comparisons with similar health apps.

Keywords: PedulliLindungi, User Experience, UX Honeycomb

1. Introduction

The condition of the Covid-19 pandemic is felt by all countries and all are competing to eradicate cases, including Indonesia. All activity in the effort to eradicate Covid-19 cases, especially related to vaccination and vaccine certificates, the Minister of Health of the Republic of Indonesia in collaboration with the Minister of Communication and Information of the Republic of Indonesia issued a Joint Decree Number HK.03.01/MENKES/53/2021 Number 5 of 2021 concerning the Implementation of the Information System for One Data for Corona Virus Disease Vaccination 2019 (Covid-19) which includes the information system for One Data Vaccination for Corona Virus Disease 2019, data integration, operation, application integration, up to the implementation of information systems [1]. One application that is integrated with the One Data Covid-19 Vaccination is the PeduliLindungi application which is used in the implementation of health monitoring and control by the Government in dealing with the spread of Covid-19 [1].

The PeduliLindungi application is use for tracing, tracking, warning and fencing [2]. PeduliLindungi has been downloaded by 10,000,000+ users. In addition, until September 29, 2021, 470,521 people reviewed it on Google Play Store, with the accumulated results of the reviews an average of 3.8 [3]. The score of the PeduliLindungi review indicates that the application is necessary to be refined.

Several previous studies have been conducted on the PeduliLindungi application. The first research conduct by Nurhidayanti, Sugiyah, and Kartika Yuliantari [4]. Their research focuses on protecting users' personal data to obtain legal certainty over the PeduliLindungi application and the research is based on a literature study to find secondary data using the primary, secondary, and tertiary legal basis for the PeduliLindungi application. The second is a study by Ali Mustopa, Hermanto, Anna, Eri Bayu Pratama, Ade Hendini, and Deni Risdiansyah entitled Analysis of User Reviews for the PeduliLindungi Application on Google Play Using the Support Vector Machine and Naive Bayes Algorithm Based on Particle Swarm Optimization [5]. Their study discusses the analysis of user reviews (comments) on the Google Play Store on the PeduliLindungi application based on the accuracy

Accepted: 10-06-2022 | Received in revised: 09-07-2022 | Published: 15-07-2022

value generated from user reviews and process data as analytical material uses data mining methods. The third research is from I Wayan Sudiarsa and I Gusti Bagus Wiraditya, entitled Analysis on PeduliLindungi applications as Covid-19 Information and Tracking Applications with Heuristic Evaluation [6]. Their study focuses more on the usability of the PeduliLindungi application based on the Neilson Model and the test uses the Heuristic Evaluation method with the Post-Study System Usability Questionnaire (PSSUQ) type of questionnaire.

From the previous research, the implementation of the PeduliLindungi application is still lacking, so it is necessary to re-analyze it according to the responses of the people who use it. In addition, the PeduliLindungi application is used in general and is an official application made by the government and goes through various stages and considerations to assist government agencies in carrying out tracing, tracking, and giving warnings to stop the spread of Corona Virus Disease (Covid-19) [7]. Therefore, this study aims to find factors that affect user experience viewed from the UX Honeycomb perspective. This study employs UX Honeycomb because this method specifically assesses user experience for mobile-based applications. In addition, this method has more complete aspects to evaluate user experience compared with usability testing [8]. The study result is expected to contribute to refined PeduliLindungi, especially in the User Interface (UI) and User Experience (UX) aspects.

2. Research Methods

This research is a study related to an application called PeduliLindungi which was implemented by the Indonesian government to overcome the Covid-19 pandemic. This study aims to evaluate the system by looking at the correlations between variables in UX Honeycomb (useful, usable, desirable, finable, accessible, credible, valuable) and to produce recommendations based on the theory of information system application development and factor correlations arising from the results of the analysis. Based on the existing methods, this research uses an exploration with a quantitative approach. Broadly speaking, this research will go through 4 stages, namely the preliminary stage, data collection stage, data analysis and processing stage, and taking conclusion according to Figure 1.

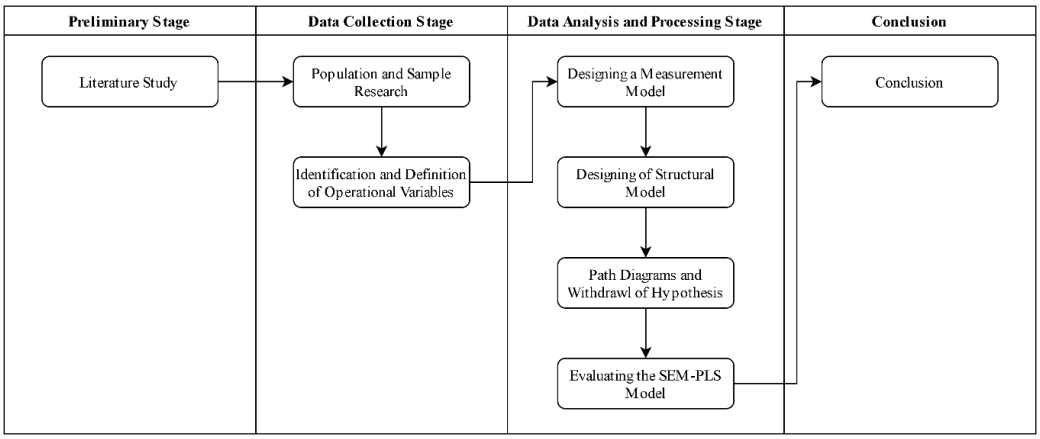

Figure 1. Research Method

2.1 Preliminary Stage

The literature study was carried out by collecting materials and data regarding the development of the PeduliLindungi application, UX Honeycomb, and the implementation of Partial Least Square calculations through:

a. Previous research studies,
b. Books, Articles, Government Regulation, Journals/Thesis/etc.

2.2 Data Collection Stage

At this stage, the data collection process is carried out which is translated into several points to obtain the data used for research materials as follows.

2.2.1 Population and Sample Research

The population used in this study is the public with the status of Indonesian Citizens (WNI) by looking at the number of active users based on the number of accumulated downloads of the PeduliLindungi application. Total downloads is about 32.8 million downloads as of 31 August 2021 [9]. Researchers chose Simple Random Sampling as a sampling technique and used samples that prioritized people living in Java-Bali, this was because the PeduliLindungi application had been tested for use at the beginning of its release focusing on the Java-Bali area [10]. In this study using an error probability of 5% using the Slovin technique taken by Simple Random Sampling [11].

$$n \geq \frac{N}{(1+Na)^2} \quad (1)$$

DOI: https://doi.org/10.29207/resti.v6i3.4131

$$n \geq \frac{32.800.000}{(1+(32.800.000)(0,05))^2} \quad (2)$$

$$n \geq 399,995122 \quad (3)$$

Where n = sample, N = population, a = error probability in decimal. The results of the calculation of formula 1-3, it was found that minimum number of samples must be more than or equal to 400. This survey was distributed online to active users of PeduliLindungi application. in this study using 404 respondents to meet the requirements of this study.

The method for sampling using the survey method. This survey uses a cross sectional or one-shot approach. Cross sectional is research that is used to see and study all the correlations between the factors that cause it and the effects that appear, by way of approach, observational, or data collection which is done only once [12]. The survey is distributed through the Google Form platform and distributed randomly to PeduliLindungi application users who meet the criteria. This research was conducted in Java-Bali area with research time span is from November 2021 until January 2022.

2.2.2 Identification and Definition of Operational Variables

In this section, explain each variable based on UX Honeycomb used along with the description of the indicators included in it which will later be measured using a Likert scale for each statement on a scale of 1-5 (Points 5: Strongly Agree, point 4: Agree, points 3: Neutral, point 2: Disagree, point 1: Strongly Disagree).

UX Honeycomb is a tool that describes a user experience of various design aspects consisting of 7 indicators [13]. From these 7 indicators, they are further grouped into 3 variables based on areas of impact according to Dalli [14], namely Use (When it comes to actually using the product, is it *findable*, *accessible*, and *usable*?), Feel (How do people feel about the product? Do they find is *desirable*? Do they feel it's *credible*?), Think (What do users think about the product? Is it *useful* and *valuable*? Do they find it *credible*?) whose explanation and elaboration are in the following points below.

A. Use

Use is defined as a form of use of a product or application by a user to solve their needs. Indicators for use along with a draft statement that will be included in the survey in Table 1.

B. Feel

Feel is defined as a form of feeling that arises when someone uses a product or application that is run. The indicators for the feel along with the draft statement that will be included in the survey are in accordance with Table 2.

Table 1. Identification Variables of Use

Variable	Code	Outline Points	Statement
Findable	X1	Easy to navigate [13], interaction, response time [8].	The features in the PeduliLindungi application provide quick and clear access to all my needs to handle the Covid-19 case.
Usable	X2	Easy to learn, effectiveness, and error tolerance [13].	Provide features with clear function descriptions and have never experienced problems or malfunctions during use.
Accessible	X3	Different devices, different condition, and simplicity.	The PeduliLindungi application can be accessed on various devices, anytime, anywhere, and has a design that is suitable for all types of devices and users.

Table 2. Identification Variables of Feel

Variable	Code	Outline Points	Statement
Desirable	X4	Love drive loyalty, solving simple problem, dan designing for human emotions [13].	The display provided by the PeduliLindungi application is very appropriate, attractive, clear.
Credible (F)	X5	To be trustworthy [13].	The PeduliLindungi application greatly protects the security of user data, including personal data and history.

C. Think

Think is defined as a form of thought that arises from a person towards a given product. The indicators for think along with the draft statement that will be included in the survey are in accordance with Table 3.

Table 3.Identification Variables of Think

Variable	Code	Outline Points	Statement
Credible (T)	X6	According Akhrian Syahidi & Tolle [8] alludes to the level of accuracy of the product in processing an information.	The features presented in the PeduliLindungi application are very accurate and can be trusted.
Useful	X7	Useful and fill a need [13].	The features provided by the application are very complete and useful in efforts to handle Covid-19 cases.
Valuable	X8	Feedback by non-profit or profit [15].	The PeduliLindungi application is very useful for me and the surrounding environment to handle Covid-19 cases.

DOI: https://doi.org/10.29207/resti.v6i3.4131

D. User Experience

Based on Perceived Value Aesthetics (PVA) and Interface Quality Scale (IQS) in K [16], it is explained that there are several factors that affect user experience along with a draft statement that will be included in the survey in accordance to Table 4 with indicators including PVA at Y1, Y2, and Y3, while those including IQS are Y4, Y5, Y6, and Y7.

Table 4.Identification Variables of User Experience

Variable	Code	Outline Points	Statement
Usability	Y1	Efficiency dan satisfaction [16].	The PeduliLindungi application is very efficient and effective to help trace, track, and provide warnings in efforts to handle Covid-19 cases.
Content	Y2	Content detail, content amount, content relevance, up to content quality [16].	The content and information submitted in the PeduliLindungi application is very relevant to current conditions.
Pleasure	Y3	Fun to interact with, fun to look at, likeable features, and even to the point of positive feelings [16].	The features presented in the application are very responsive to the conditions around the user to quickly solve problems related to handling Covid-19 cases.
Classic Aesthetic	Y4	Aesthetic, pleasant, clear, clean, and symmetrical [16].	The display presented in the application is very aesthetic, clear, and very comfortable to look at.
Expressive Aesthetic	Y5	Creative, fascinating, original, sophisticated design, and use of special effect [16].	The look it gives is very new to me, and it is a very classy look that stands out from the rest.
Perceived Usability	Y6	Product convenience, ease of orientation, ease of use and ease of navigation [16].	All the features provided are always useful for all forms of interest for handling Covid-19 cases.
Service Quality	Y7	Construct of the presented information system context [16].	The service process if something unwanted happens is processed quickly by the PeduliLindungi application admin.

3. Results and Discussions

3.1 Data Analysis and Processing Stage

3.1.1 Designing a Measurement Model (Outer Model)

In designing the measurement model, it is necessary to determine in advance the type of indicator of each latent variable which is divided into 2 types, namely reflective and formative. In this study, the formative type is used which is based on the translation of the operational definition of the variable which shows that the indicators attached to each variable can affect the existing latent variables. This design involves 4 latent variables, namely Use, Feel, Think, and User Experience variables with accompanying indicators.

3.1.2 Designing a Structural Model (Inner Model)

In relation to the purpose of using PLS, the model is designed recursively, which means that the causal model only has one direction, and there is no reverse direction, so it is called a causal chain system [17]. In this study, the exogenous latent variables used variables from UX Honeycomb, namely Think, Feel, and Use, while the endogenous latent variables used the User Experience variable which was based on initial assumptions and the formulation of the problem.

3.1.3 Path Diagram and Withdrawal of Hypotheses

After the elaboration of the measurement model and structural model, a path diagram will be formed as shown in Figure 2.

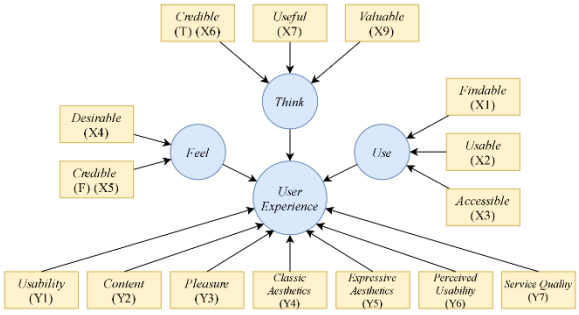

Figure 2. Construct Model Diagram

Based on Figure 2, from the results of the translation of each variable into several indicators, it will be described into one construct model. Of all the existing indicators will affect the value of each of the existing variables. 3 variables, namely Use, Feel, and Think the direction of the arrow points to the User Experience variable, which means that the User Experience variable described will be influenced by each value of each of the existing variables. Based on this explanation, the hypotheses to be tested is H1: Regarding the Use of the PeduliLindungi application, it has a very positive and direct impact on the User Experience, H2: From the use comes a Feel which has a direct effect on the User Experience, H3: From the feelings that arise because of using the application, there are thoughts and comments (Think) that directly affect the User Experience.

3.1.4 Evaluating the SEM-PLS Model

In this study, using traditional validity calculations cannot be used because the indicators used in it use formative measurement models, the concepts of reliability and construct validity become meaningless

DOI: https://doi.org/10.29207/resti.v6i3.4131

when applied to formative models [18], so the formative model requires 3 layers according to Yamin [19] namely:

A. Evaluating of the Measurement Model (Outer Model)

Table 5. Outer Weight

	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
X1 -> Use	0,484	0,481	0,105	4,596	0,000
X2 -> Use	0,475	0,473	0,115	4,127	0,000
X3 -> Use	0,333	0,325	0,102	3,269	0,001
X4 -> Feel	0,469	0,466	0,131	3,570	0,000
X5 -> Feel	0,722	0,715	0,110	6,553	0,000
X6 -> Think	0,302	0,303	0,085	3,562	0,000
X7 -> Think	0,342	0,340	0,097	3,532	0,000
X8 -> Think	0,668	0,663	0,086	7,805	0,000
Y1 -> User Experience	0,543	0,540	0,082	6,642	0,000
Y2 -> User Experience	0,116	0,111	0,085	1,363	0,174
Y3 -> User Experience	0,125	0,126	0,081	1,545	0,123
Y4 -> User Experience	0,218	0,213	0,087	2,490	0,013
Y5 -> User Experience	0,123	0,123	0,088	1,400	0,162
Y6 -> User Experience	0,255	0,254	0,088	2,888	0,004
Y7 -> User Experience	0,089	0,086	0,087	1,025	0,306

From the results of the calculations in Table 5, it is found that there are 4 indicators in the user experience variables (content (Y2), pleasure (Y3), expressive aesthetic (Y5), and service quality (Y7)) which have insignificant weight which can be seen from the red color on P Value. So that the Loading Factors calculation is carried out with the calculation results in Table 6 by adopting the rules from Garson [20], namely (1) if P Value has a significant value, then the indicator will still be included in the model, (2) if P Value has an insignificant value but the Loading Factors value which can see from Original Sample column >= 0.50, the indicator will still be included in the model, (3) if P Value has an insignificant value and Loading Factors value which can see from Original Sample column <0.50 then the indicator is removed from the model, because in this case it explains the level of importance of the measurement item in explaining the variation of the variable [20].

Table 6. Loading Factors

	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
X1 -> Use	0,824	0,817	0,056	14,736	0,000
X2 -> Use	0,813	0,807	0,067	12,147	0,000
X3 -> Use	0,644	0,632	0,078	8,234	0,000
X4 -> Feel	0,746	0,739	0,093	7,993	0,000
X5 -> Feel	0,902	0,893	0,059	15,207	0,000
X6 -> Think	0,545	0,541	0,076	7,211	0,000
X7 -> Think	0,757	0,750	0,062	12,153	0,000
X8 -> Think	0,863	0,854	0,053	16,272	0,000
Y1 -> User Experience	0,806	0,793	0,050	15,985	0,000
Y2 -> User Experience	0,616	0,602	0,064	9,599	0,000
Y3 -> User Experience	0,579	0,567	0,068	8,500	0,000
Y4 -> User Experience	0,615	0,599	0,067	9,126	0,000
Y5 -> User Experience	0,584	0,573	0,063	9,307	0,000
Y6 -> User Experience	0,660	0,650	0,056	11,886	0,000
Y7 -> User Experience	0,496	0,482	0,071	6,948	0,000

Based on the results of the calculations in Table 6, it is found that the service quality indicator (Y7) has an outer weight value (Original Sample column) of less than 0.5 so it is removed from the model and retested according to Garson's rules [20] point 3 described in the construct model Figure 3. Indicators other than valid service quality describe measurement variables with different levels of importance for measurement items.Table 7, it is found that there are 3 indicators in the user experience variables (content (Y2), pleasure (Y3), and expressive aesthetic (Y5)) which have insignificant weight which can be seen from the red color on P Value. Then it is necessary to consider using Garson's rules [20] same as before. So that the Loading Factors calculation is carried out with the calculation results in Table 8.

Based on the results of the calculations in Table 8, there is no outer weight value (Original Sample column) less than 0.5 which means that all indicators significantly affect the variables, so the results of this retested will be used for further calculations. From the whole retest, it can be concluded in a construct diagram in Figure 4.

DOI: https://doi.org/10.29207/resti.v6i3.4131

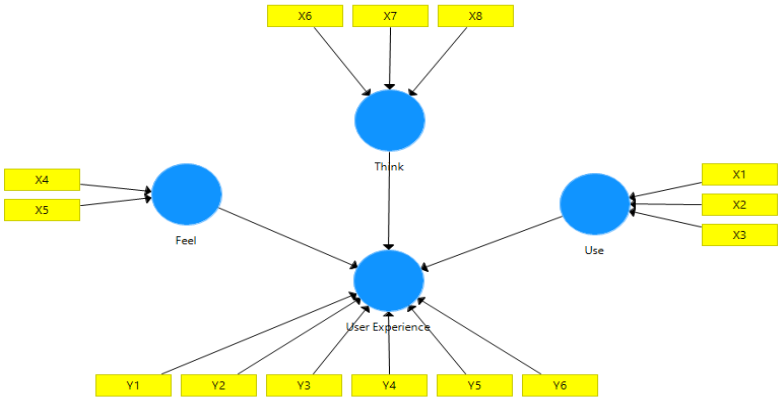

Figure 3. Construct Model Diagram (Retest)

Table 7. Outer Weight (Retested)

	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
X1 -> Use	0,491	0,491	0,108	4,548	0,000
X2 -> Use	0,467	0,465	0,114	4,106	0,000
X3 -> Use	0,335	0,322	0,099	3,391	0,001
X4 -> Feel	0,466	0,464	0,129	3,618	0,000
X5 -> Feel	0,724	0,716	0,106	6,857	0,000
X6 -> Think	0,291	0,289	0,079	3,677	0,000
X7 -> Think	0,347	0,344	0,098	3,549	0,000
X8 -> Think	0,670	0,665	0,082	8,221	0,000
Y1 -> User Experience	0,548	0,537	0,083	6,565	0,000
Y2 -> User Experience	0,118	0,116	0,080	1,489	0,137
Y3 -> User Experience	0,135	0,141	0,080	1,694	0,091
Y4 -> User Experience	0,211	0,208	0,085	2,484	0,013
Y5 -> User Experience	0,138	0,135	0,087	1,583	0,114
Y6 -> User Experience	0,294	0,294	0,083	3,553	0,000

From the results of the calculations in

Table 8. Loading Factors (Retested)

	Original Sample	Sample Mean	Standard Deviation	T Statistics	P Values
X1 -> Use	0,827	0,823	0,058	14,338	0,000
X2 -> Use	0,809	0,803	0,064	12,581	0,000
X3 -> Use	0,645	0,629	0,079	8,126	0,000
X4 -> Feel	0,744	0,738	0,091	8,193	0,000
X5 -> Feel	0,903	0,894	0,057	15,920	0,000
X6 -> Think	0,537	0,538	0,069	7,764	0,000
X7 -> Think	0,759	0,755	0,062	12,277	0,000
X8 -> Think	0,866	0,860	0,048	17,918	0,000
Y1 -> User Experience	0,809	0,794	0,052	15,570	0,000
Y2 -> User Experience	0,617	0,607	0,063	9,814	0,000
Y3 -> User Experience	0,580	0,578	0,065	8,909	0,000
Y4 -> User Experience	0,616	0,608	0,068	9,055	0,000
Y5 -> User Experience	0,585	0,575	0,061	9,524	0,000
Y6 -> User Experience	0,663	0,658	0,058	11,477	0,000

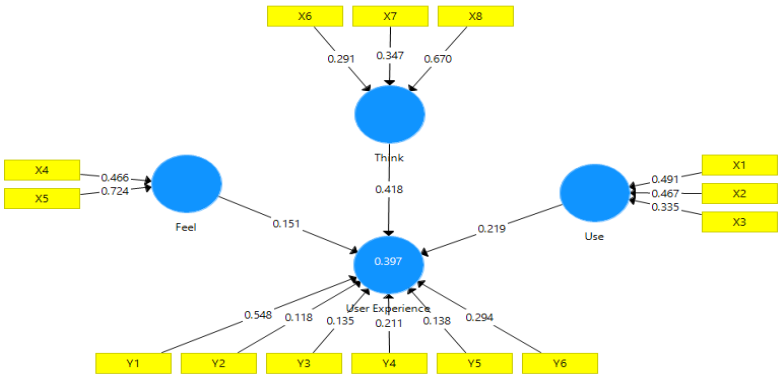

Figure 4. Calculation Result on The Model Construct Diagram

DOI: https://doi.org/10.29207/resti.v6i3.4131

After that, the calculation of collinearity between indicators and between variables is carried out according to Table 9.

Table 9. Collinearity Test Between Indicators

Variable	Code	VIF
Use	X1	1,368
	X2	1,351
	X3	1,165
Feel	X4	1,173
	X5	1,173
Think	X6	1,207
	X7	1,453
	X8	1,234
User Experience	Y1	1,294
	Y2	1,508
	Y3	1,503
	Y4	1,508
	Y5	1,512
	Y6	1,360

From the results of the calculations in Table 9, it is found that the entire value of Variant Inflation Factor < 5 so it can be said that there is no high multicollinearity between indicators.

B. Evaluating of the Structural Model (Inner Model)

In this section, an evaluation of the structural model (inner model) will be carried out which describes the relationship between latent variables evaluated through the inner collinearity and the significance of the path coefficients. The first evaluation is inner collinearity to see if there is multicollinearity between variables. The determination of inner collinearity is determined based on the Inner Variant Inflation Factor (Inner VIF).

Table 10. Inner Variant Inflation Factors (Inner VIF)

	User Experience
Feel	1,233
Think	1,311
Use	1,340

From the calculation results according to Table 10, it can be concluded that all Inner VIF values <5 which means there is no multicollinearity between latent variables in the study. Then, the path coefficient significance test was carried out as shown in Table 11.

Table 11. Path Coefficient

	Original Sample
Feel -> User Experience	0,151
Think -> User Experience	0,418
Use -> User Experience	0,219

Based the path coefficient significance testing, it was concluded that the Feel variable significantly affects the User Experience variable, the Think variable significantly affects the User Experience variable, and the Use variable significantly affects the User Experience variable.

C. Model Quality Evaluation

The quality of the model presented must consider 3 things, namely the calculation of R Square, Effect Size F Square, and SRMR. At the beginning, the R Square test was conducted to see how much influence the endogenous variables could have explained by exogenous variables and the results showed that the variables in UX Honeycomb (Use, Feel, Think) had an influence and were able to explain variations in User Experience of 0.397 or 39.7% with a moderate level of influence in accordance with the provisions presented by Hair [21], namely if the value is 0.75 = High, 0.50 = Moderate, 0.25 = low. The Effect Size F Square test results that Feel on User Experience has an influence of 0.031 which means it has a low influence, Think on User Experience has an influence of 0.221 which means it has a moderate effect, while Use on User Experience has an influence of 0.060 which means it has a low influence according to the rules. as conveyed by Hair [20], namely if the value is 0.35 or close then it has a large effect, 0.15 or close to it has a moderate effect, 0.02 or close then has a small effect, and largest effect size f 2 = 0.475. The SRMR test can see in Table 12.

Table 12. Fit Model

	Saturated Model	Estimated Model
SRMR	0,046	0,046

Based on the calculation results, the SRMR value shows a value of 0.046. SRMR will be considered to have a good fit if it has a value of less than 0.05 [22] which means that the model used still has a good fit. From all the calculation results, it was found that the order of importance of the accompanying variables and indicators is set out in Table 13.

Table 13. Significance and Level of Importance of Variables and Indicators

Variable	Indicator	Code	Significant	Level of Importance
Think	Valuable	X8	√	0,670
	Useful	X7	√	0,347
	Credible (T)	X6	√	0,291
Use	Findable	X1	√	0,491
	Usable	X2	√	0,467
	Accessible	X3	√	0,335
Feel	Credible (F)	X5	√	0,724
	Desirable	X4	√	0,446

In Table 13, the significant column is drawn from the conclusions in Table 8. Loading Factors (Retested) which states that all indicators significantly affect the variables, while this level of importance is taken from the outer weight value in the original sample column in Table 7. Outer Weight (Retested). Based on the sequence of variables and indicators in Table 13, it can be used as the main reference for making recommendations for improvement to increase the value of user experience in the PeduliLindungi application. The higher value in the level of importance column means that the indicator has a high level of interest.

DOI: https://doi.org/10.29207/resti.v6i3.4131

4. Conclusion

From the test results of the measurement, structural, and quality of the model, it appears that the hypothesis H1 is declared fulfilled because the Use variable has a direct effect on User Experience, H2 is declared fulfilled because the Feel variable has a direct effect on User Experience, and H3 is declared fulfilled because the Think variable directly affects User Experience, especially in the categories of Usability, Content, Pleasure, Classic Aesthetics, Expressive Aesthetics, Perceived Usability significantly when using the PeduliLindungi application. The description of the quality of the model with a strong relationship between Think and User Experience of 0.418 or 41.8% so that it becomes the main consideration for the preparation of recommendations followed by the indicators in it, namely Valuable (0.670), Useful (0.347), and Credible (T) (0.291); The next is the Use variable which has an influence value of 0.219 or 21.9% so that it becomes a further consideration after the Think variable which contains indicators, namely Findable (0.491), Usable (0.467), and Accessible (0.335); the last is Feel with an influence value of 0.151 or 15.1% so that it becomes the last consideration with the indicators in it, namely Credible (F) (0.724) and Desirable (0.446) with the quality of the model can be said to have a good match between the correlation of the data with the estimated model made.

Furthermore, in the development and evaluation of the user experience on the PeduliLindungi application, it is expected to consider all aspects of the UX Honeycomb based on the order of priority levels that have been described. Do not forget to also pay attention to the variables in User Experience that are considered valid and as comparisons, namely Usability, Content, Pleasure, Classic Aesthetics, Expressive Aesthetics, and Perceived Usability. It is hoped that further research can use material for consideration by comparing the PeduliLindungi application with similar health applications as a reference or addition, and the results of the calculations in this study can be continued and used as a reference for the preparation of improvement recommendations with the aim of improving the quality of the user experience offered in the PeduliLindungi application based on UX Honeycomb.

Reference

[1] Menteri Kesehatan Republik Indonesia & Menteri Komunikasi dan Informatika Republik Indonesia, "Penyelenggaraan Sistem Informasi Satu Data Vaksinasi Corona Virus Disease 2019 (Covid-19)," *web.kominfo.go.id/*. 2021.

[2] Kementerian Komunikasi dan Informatika Republik Indonesia, "PeduliLindungi," *PeduliLindungi.id*, 2020. [Online]. Available: PeduliLindungi.id. [Accessed: 11-Sep-2021].

[3] Kementerian Komunikasi dan Informatika Republik Indonesia, "PeduliLindungi," 2021. [Online]. Available: https://play.google.com/store/apps/details?id=com.telkom.tracencare. [Accessed: 11-Sep-2021].

[4] Nurhidayanti, Sugiyah, and K. Yuliantari, "Pengaturan Perlindungan Data Pribadi dalam Penggunaan Aplikasi PeduliLindungi," *Widya Cipta J. Sekr. dan Manaj.*, vol. 5, no. 1, pp. 39–45, 2021.

[5] A. Mustopa, Hermanto, Anna, E. B. Pratama, A. Hendini, and D. Risdiansyah, "Analysis of User Reviews for the PeduliLindungi Application on Google Play Using the Support Vector Machine and Naive Bayes Algorithm Based on Particle Swarm Optimization," in *2020 Fifth International Conference on Informatics and Computing (ICIC)*, 2020, pp. 1–7.

[6] W. Sudiarsa and G. B. Wiraditya, "Analisis Usability pada Aplikasi PeduliLindungi Sebagai Aplikasi Informasi dan Tracking Covid-19 dengan Heuristic Evaluation," *J. Inf. Technol. Comput. Sci.*, vol. 3, no. 2, 2020.

[7] P. Robin and G. Priscila, "Pengaisan Big Data & Dunia Kesehatan: 'Analisis Penyalahgunaan Big Data dalam Usaha Pemerintah Indonesia di Masa Pandemi Covid-19,'" *J. Public Corner Fisip Univ. Wiraraja*, vol. 16, no. 1, pp. 37–57, 2021.

[8] A. A. Syahidi and H. Tolle, "Evaluation of User Experience in Translator Applications (Banjar-Indonesian and Indonesian-Banjar) Based on Mobile Augmented Reality Technology using the UX Honeycomb Method," *J. Games, Game Art, Gamification*, vol. 6, no. 1, pp. 7–13, 2021.

[9] CNN, "Kominfo: 32,8 Juta Penduduk Indonesia Unduh PeduliLindungi," *CNN Indonesia*, 2021.

[10] Kementerian Pendayagunaan Aparatur Negara dan Reformasi Birokrasi, "Pemerintah Perluas Penggunaan Aplikasi PeduliLindungi ke Luar Jawa-Bali," *PANRB*. 2021.

[11] P. K. Arieska and N. Herdiani, "Margin Of Error Between Simple Random Sampling And Stratified Sampling," in *PROCEEDING International Conference Technopreneur and Education 2018*, 2018, vol. 1, no. 1, pp. 408–412.

[12] R. N. K. Azis, "Gambaran Kejadian Berat Bayi Lahir Rendah Berdasarkan Paritas dan Usia Ibu Saat Hamil di RSUD Wates Bulan Desember 2018." 2019.

[13] W. Kusuma, R. I. Rokhmawati, and M. T. Ananta, "Evaluasi Pengalaman Pengguna pada Aplikasi Mobile Learning dengan menggunakan UX Honeycomb," *J. Pengemb. Teknol. Inf. dan Ilmu Komput.*, vol. 3, no. 6, pp. 5756–5764, 2019.

[14] D. Dalli, "The UX Lenses," *Damiendalli*. 2020.

[15] D. P. Wicaksono, "Evaluasi User Experience E-Supply Chain pada Area Distribusi Jasa Pengiriman dengan Metode UX Honeycomb." 2020.

[16] A. N. K., "Perbandingan Pengaruh User Experience pada Situs Terhadap Citra Merek Pada Pengguna Goal-Directed dan Pengguna Experiential (Studi Eksperimen pada Situs www.hellosoursally.com Terhadap Citra Merek Sour Sally)," Universitas Indonesia, 2012.

[17] E. U. N. Sholiha, "Structural Equation Modeling-Partial Least Square Untuk Pemodelan Derajat Kesehatan Kabupaten/Kota di Jawa Timur (Studi Kasus Data Indeks Pembangunan Kesehatan Masyarakat Jawa Timur 2013)," Institut Teknologi Sepuluh Nopember, 2015.

[18] J. Sarwono, *Mengenal PLS-SEM*. CV. Andi Offset, 2012.

[19] S. Yamin, *Tutorial Statistik Lengkap 1000 Halaman Dengan Software SPSS*, 1st ed. Titian Pena Abadi, 2016.

[20] Garson, *Partial Least Squares : Regression & Structural Equation Models*. Statistical Publishing Associates, 2016.

[21] J. F. J. Hair, M. Page, and N. Brunsveld, *Essential of Business Research Methods*, 4th ed. Apex CoVantage, LLC, 2020.

[22] A. A. Wala, "Penggunaan Metode Structural Equation Modeling Untuk Analisis Faktor yang Mempengaruhi Kualitas Pelayanan Perpustakaan Universitas Bhayangkara," Universitas Bhayangkara, 2020.

DOI: https://doi.org/10.29207/resti.v6i3.4131