

EVALUASI PENGALAMAN PENGGUNA TERHADAP DESAIN TAMPILAN REKAM MEDIS ELEKTRONIK RAWAT JALAN DI RUMAH SAKIT SANTA ELISABETH BANTUL

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INTISARI

Latar Belakang: Desain antarmuka Rekam Medis Elektronik (RME) yang menarik dan *user-friendly* penting untuk meningkatkan kepuasan pengguna. Akan tetapi, tidak semua tampilan RME memenuhi aspek *user-friendly*, yang dapat menyebabkan kejenuhan. Evaluasi pengalaman antarmuka RME masih terbatas.

Tujuan Penelitian: Penelitian ini bertujuan untuk mengidentifikasi bagaimana pengalaman pengguna (UX) terhadap desain antarmuka RME di Unit Rawat Jalan Rumah Sakit Santa Elisabeth Bantul.

Metode Penelitian: Penelitian ini menggunakan metode deskriptif kuantitatif dengan *User Experience Questionnaire* (UEQ), yang terdiri dari 6 kategori: Daya Tarik, Kejelasan, Efisiensi, Ketepatan, Stimulasi, Kebaruan. Responden dipilih melalui *accidental sampling* kepada 33 pengguna RME di Unit Rawat Jalan Rumah Sakit Santa Elisabeth Bantul.

Hasil Penelitian: Hasil penelitian menunjukkan bahwa UX desain tampilan RME di RS Santa Elisabeth Bantul umumnya berada pada kategori netral. Dimensi Daya Tarik dan Kejelasan memperoleh skor rerata positif, yaitu 0,975 dan 0,955, sementara dimensi Efisiensi, Ketepatan, Stimulasi, dan Kebaruan mendapatkan skor netral. Kualitas Pragmatik dan Hedonik tampilan RME juga menunjukkan hasil netral, dengan Kualitas Hedonik lebih rendah (0,58). *Benchmark* UX menunjukkan bahwa dimensi Daya Tarik, Kejelasan, Efisiensi, Stimulasi, dan Kebaruan berada di bawah rata-rata, sedangkan Ketepatan berada dalam kategori buruk.

Kesimpulan: Desain tampilan RME di RS Santa Elisabeth Bantul saat ini berada pada kategori netral dan memerlukan perbaikan untuk meningkatkan pengalaman pengguna.

Kata kunci: Desain tampilan, RME, *user experience questionnaire*, UX, UEQ

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EVALUATION OF ELECTRONIC MEDICAL RECORDS USER EXPERIENCE IN OUTPATIENT UNIT IN SANTA ELISABETH HOSPITAL

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ABSTRACT

Backgrounds: *An attractive Electronic Medical Records (EMR) interfaces and its user-friendly are important to ensure users' satisfaction. Although, not all EMR interfaces are user-friendly enough, so that, it may trigger a boring perspective among users. Study of evaluation of EMR user interfaces are still limited.*

Purposes: *This study aims to identify how user experience (UX) among users towards EMR interfaces in the Outpatient Unit in Santa Elisabeth Hosiptal in Bantul.*

Method: *This study used a quantitative descriptive method with the User Experience Questtionnaire (UEQ), which consists of 6 categories: attractiveness, perspicuity, efficiency, dependability, stimulation, and novelty. Respondents were selected through accidental sampling to 33 EMR users in the outpatient unit in Santa Elisabeth Hospital Bantul.*

Results: *The results of this study showed that the UX of EMR interface design at Santa Elisabeth Hospital Bantul was generally classified into neutral category. The Attractiveness and perspicuity dimensions obtained positive scores, those are 0.975 and 0.955, respectively. The efficiency, dependability, stimulation, and novelty dimensions showed neutral. The Pragmatic and Hedonic quality of the EMR interface also showed neutral, with Hedonic Quality dimension was the lowest (mean=0.58). The UX benchmark showed that all dimension on the below average with dependability was the weakest dimension or poor cathegory.*

Conclusion: *The current EMR interface design at Santa Elisabeth Hospital Bantul is currently in the neutral category and needs improvement to improve the user experience.*

Keyword: *userinterface, EMR, user experience questionnaire, electronic medical records, UEQ*

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