

## ABSTRAK

### UJI *USABILITY* PADA APLIKASI TELEKONSULTASI NATIONAL HOSPITAL SURABAYA

**Latar Belakang:** Perkembangan teknologi informasi dan komunikasi telah membawa dampak signifikan termasuk sektor kesehatan yaitu layanan *telemedicine* seperti telekonsultasi berkembang pesat di Indonesia dan dipengaruhi oleh faktor *usability* yang merupakan penentu keberhasilan layanan *telemedicine*. Jumlah kunjungan telekonsultasi NH Apps di National Hospital sekitar 2.6% pada tahun 2024 namun belum mencapai target manajemen yaitu 10%. Oleh karena itu penelitian ini dimaksudkan untuk mengevaluasi faktor *usability* pada telekonsultasi NH Apps guna memberikan informasi bagi manajemen dalam meningkatkan kualitas dan memperluas penggunaan telekonsultasi NH Apps serta meningkatkan loyalitas pasien.

**Tujuan:** Penelitian ini bertujuan untuk mendeskripsikan *usability* dari layanan telekonsultasi NH Apps.

**Metode:** Penelitian ini merupakan penelitian kuantitatif dengan desain *Cross Sectional* yang bersifat deskriptik dan analitik. Penelitian dilakukan di unit rawat jalan National Hospital pada bulan Juni 2025 pada 96 responden yang memenuhi kriteria inklusi menggunakan kuesioner *Telehealth Usability Questionnaire* (TUQ) yang dibagikan melalui tautan *Google Form* pada pesan WhatsApp langsung kepada pasien.

**Hasil:** Hasil analisis diperoleh mayoritas responden (94.8%) berusia lanjut, (69.8%) berjenis kelamin perempuan, (68.8%) berpendidikan S1, (74.0%) memiliki pendapatan sangat tinggi, dan telah menggunakan NH Apps lebih dari satu tahun (50.0%). Analisis *usability* menunjukkan 90.8% responden menilai aplikasi dalam kategori tinggi dan sangat tinggi.

**Kesimpulan:** Mayoritas pasien menilai *usability* NH Apps sangat baik serta seluruh dimensi menunjukkan tingkat kepuasan tinggi. Perbedaan pandangan berdasarkan karakteristik jenis kelamin terdapat pada dimensi kualitas antar muka dan interaksi sehingga NH Apps diterima dengan baik dan menunjang pelayanan kesehatan digital.

Kata kunci: *Usability*, Telekonsultasi, NH Apps

## ABSTRACT

### USABILITY TESTING ON NATIONAL HOSPITAL SURABAYA TELECONSULTATION APPLICATION

**Background:** The advancement of information and communication technology has significantly impacted various sector including healthcare. One of the most notable development is the rapid growth of telemedicine services such as teleconsultation in Indonesia. Usability is a critical factor that determines the success and sustainability of telemedicine services. At the National Hospital, the utilization rate of teleconsultation services via the NH Apps reached approximately 2.6% in 2024, well below the management's target of 10%. This study aims to evaluate the usability factors of the NH Apps teleconsultation service to provide evidence-based recommendations for improving quality, increasing user adoption, and enhancing patient loyalty.

**Objective:** This study aims to describe the usability of the NH Apps teleconsultation service.

**Methods:** This quantitative study employed a descriptive and analytic cross-sectional design. The research was conducted in the outpatient unit of National Hospital on June 2025, involving 96 respondents who met the inclusion criteria. Data were collected using the Telehealth Usability Questionnaire (TUQ), distributed via a Google Form link sent through direct WhatsApp message to each patient.

**Results:** The majority of respondents were adults aged 18–64 years (94.8%), female (69.8%), held a bachelor's degree (68.8%), had a very high income (74.0%), and had used NH Apps for more than one year (50.0%). Usability analysis revealed that 90.8% of respondents rated the application in the high to very high categories.

**Conclusion:** Most patients rated the usability of NH Apps as very good, with all dimensions reflecting a high level of satisfaction. Differences in perceptions based on gender were found in the interface quality and interaction dimensions, indicating that NH Apps is well accepted and supports digital health services effectively.

Keywords: Usability, Teleconsultation, NH Apps