

ABSTRACT

IMPLEMENTATION OF THE TELEHEALTH USABILITY QUESTIONNAIRE (TUQ) METHOD IN USABILITY ANALYSIS OF TELEMEDICINE SERVICES (CASE STUDY: BANYUMAS REGENCY)

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Telemedicine in Indonesia faces several challenges. One of them is the low ratio of doctors and health workers to the total population. Based on the 2022 Banyumas Regency Health Profile, it is stated that the ratio of health workers in Banyumas Regency is below the Ministry of Health's target, so supporting technology such as telemedicine services is needed. The existence of telemedicine should be able to help the problem of lacking Human Resources (HR) because telemedicine can increase access to health services and help the health service process. In telemedicine services there are several usability problems such as users not receiving verification messages, complicated payment processes, difficult refund processes, and not being able to change identity. Therefore, it is necessary to analyze the usability of telemedicine services used by the community in Banyumas Regency so that the existence of telemedicine can help with the problem of access to health facilities in Banyumas Regency. The method used to carry out usability analysis in this research is the Telehealth Usability Questionnaire (TUQ). This method has 6 variables, namely Usefulness, Ease of Use & Learnability, Interface Quality, Interaction Quality, Reliability and Satisfaction Future Use. The results of this research are the average value of all variables is 5.60 from 7 Likert scales. This means that the telemedicine service used by the community in Banyumas Regency has good usability value. However, there are 3 variables whose average value is below 5.60, namely the Interface Quality, Interaction Quality and Reliability variables, so recommendations are needed. Recommendations for the Interface Quality variable refer to fonts that are easy to read, display appropriate images, interface elements that are easy to understand and use icons or symbols that are easily recognized. Recommendations for the Interaction Quality variable are ensuring ease of communication between service providers and service users, building a good reputation for telemedicine services and ensuring the security of service users' personal data. Recommendations for the Reliability variable are to provide features that can help users to correct errors and carry out thorough testing to ensure the service is error-free.

Keywords: *Banyumas Regency; Telemedicine Services; Telehealth Usability Questionnaire; Usability.*