USABILITY TESTING SISTEM INFORMASI PENDONOR DARAH DI UNIT PELAYANAN TRANSFUSI DARAH RSUP DR. SARDJITO YOGYAKARTA

Nurul Ilmi Zulkifli, Adi Heru Sutomo, Susi Irawati

ABSTRAK

Latar belakang: Sistem informasi pendonor darah dikembangkan untuk meningkatkan efisiensi dan efektifitas pelayanan transfusi darah di Unit Pelayanan Transfusi Darah (UPTD). *Prototype* yang dikembangkan membutuhkan pengujian kegunaan atau *usability testing. Usability testing* adalah salah satu metode penilaian kegunaan untuk mengidentifikasi masalah yang spesifik pada produk IT dan berfokus pada interaksi antara pengguna dan tugas dalam lingkungan kerja. Hasil analisis dapat menjadi sumber masukan untuk penyempurnaan aplikasi agar siap diimplementasikan secara operasional.

Tujuan: Mendeskripsikan *usability* pada aplikasi sistem informasi pendonor darah di UPTD RSUP Dr. Sardjito.

Metode: Penelitian ini menggunakan desain studi kasus yang bertempat di Unit Pelayanan Transfusi Darah (UPTD) RSUP Dr. Sardjito Yogyakarta. Informan pada penelitian ini adalah 10 orang petugas teknis transfusi darah di UPTD di RSUP Dr.Sardjito. Pengumpulan data kuantitatif dan kualitatif dilakukan pada penelitian ini.

Hasil: Hasil pengukuran *user performance* diperoleh waktu penyelesaian tugas yang cukup cepat. Sebagian besar tugas diselesaikan dengan lengkap dan benar. Sebesar 29 *error* teridentifikasi dan sebagian besar termasuk kategori permasalahan kosmetik. *User perceived* petugas tentang kegunaan aplikasi yaitu aplikasi dianggap telah mencakup prosedur pelayanan di UPTD. Menurut informan aplikasi mudah untuk dipelajari dan memiliki kecepatan yang tinggi dibandingkan dengan aplikasi yang lama.

Saran : Perlu dilakukan revisi pada beberapa menu menjadi *simple*. Selain itu perlu dilakukan kerjasama dengan pihak programer, UPTD dan Unit Teknologi Informasi RSUP Dr. Sardjito untuk pengembangan aplikasi. *Maintenance* dan *backup* data pendonor pada aplikasi secara rutin dapat dilakukan untuk menghindari gangguan pada aplikasi. Kepada penelitian selanjutnya agar dapat mengeksplorasi atribut *usability* dari *Health IT Usability Evaluation Model* (Health-ITUEM) untuk menilai kegunaan produk terutama pada fase pengembangan sistem.

Kata kunci: *Usability testing,* sistem informasi, donor darah, *user performance, user perceived,* Health- ITUEM

ABSTRACT

Background: Information system of a blood donor is developed to increase the effectiveness and efficiency of blood transfusion service in Blood Transfusion Service Unit (UPTD). Prototype which is developed needs the usability testing. *Usability testing* is one of the assessment techniques for identifying specific problems in IT (Information Technology) products and it is focus on the interaction between the user and task in a working environment. The analysis result enables to support the improvement of the application so it will be ready to be implemented operationally.

Objective: To describe the usability of blood donor information system application in UPTD Dr. Sardjito Hospital.

Methods: This study used a case study design that was conducted in Blood Transfusion Service Unit (UPTD) Dr. Sardjito General Hospital Yogyakarta. A total of 10 technicians of blood transfusion in UPTD were included in this study. The qualitative and *quantitative* data was collected in this research.

Results: Based on the user performance measurement result, it was found that completion time was fast enough. Most of the tasks were completed very well. There were 29 errors which were identified and most of them were categorized as cosmetic problems. The application was deemed to have covered the procedures of UPTD service according to the user perceived of the technicians. In addition, they considered that the application could be learned easily and the speed of the application was higher than the previous application.

Suggestion: Some menu in application should be revised to become more simply. Besides, it is needed to carry out collaborations with the programmers, UPTD and the Information Technology Unit of Dr. Sardjito Hospital to further develop the application. Maintenance and backup of the donors' data could be managed regularly to prevent the application errors. The further research is expected to explore the usability attribute in *Health IT Usability Evaluation Model* (Health- ITUEM) for assessing the use of the product, mainly in system development phase.

Keywords: *Usability testing, information system, blood donor, user performance, user perceived, Health- ITUEM*