

ABSTRAK

Aplikasi SANTRI (Sistem Antrian Rumah Sakit) RSUD R.T. Notopuro Sidoarjo merupakan aplikasi *mobile health* yang digunakan untuk mendukung proses pendaftaran dan pengambilan antrean layanan rumah sakit secara daring. Berdasarkan ulasan pengguna dan hasil observasi awal, ditemukan berbagai permasalahan seperti navigasi yang kurang intuitif, tampilan antarmuka yang membingungkan, kesulitan menemukan fitur, serta kendala dalam menyelesaikan tugas tertentu. Penelitian ini bertujuan mengevaluasi *usability* dan *acceptability* Aplikasi SANTRI serta melakukan Redesain antarmuka. Penelitian menggunakan pendekatan *mixed methods* dengan metode *task-based usability testing*, *think aloud*, *System Usability Scale* (SUS), dan *Technology Acceptance Model* (TAM). Evaluasi dilakukan pada aplikasi *existing* (*pre-test*) dan prototipe hasil Redesain (*post-test*) dengan melibatkan 101 responden. Hasil penelitian menunjukkan peningkatan *usability* dan *acceptability* setelah dilakukan Redesain antarmuka. Hasil *task-based usability testing* dan *think aloud* menunjukkan pengguna lebih mudah memahami alur, navigasi, dan penyelesaian tugas pada aplikasi. Nilai SUS meningkat dari 59,3069 pada tahap *pre-test* menjadi 71,7574 pada tahap *post-test*. Pada aspek *acceptability*, nilai *Perceived Usefulness* (PU) meningkat dari 4,2005 menjadi 4,4777 dan nilai *Perceived Ease of Use* (PEOU) meningkat dari 3,7550 menjadi 4,3465. Hasil penelitian menunjukkan bahwa Redesain antarmuka meningkatkan kemudahan penggunaan, manfaat yang dirasakan, dan penerimaan pengguna terhadap Aplikasi SANTRI RSUD R.T. Notopuro Sidoarjo.

Kata kunci: SANTRI, *usability testing*, *System Usability Scale*, *Technology Acceptance Model*, Redesain antarmuka.

ABSTRACT

SANTRI (Hospital Queue System) is a mobile health application used by RSUD R.T. Notopuro Sidoarjo to support online patient registration and queue management. Based on user reviews and preliminary observations, several issues were identified, including unintuitive navigation, confusing interface design, difficulty in locating features, and obstacles in completing specific tasks. This study aimed to evaluate the usability and acceptability of the SANTRI application and Redesain its user interface. A mixed methods approach was employed using task-based usability testing, think aloud, the System Usability Scale (SUS), and the Technology Acceptance Model (TAM). The evaluation was conducted on the existing application (pre-test) and the Redesained prototype (post-test) involving 101 respondents. The results indicated improvements in both usability and acceptability after the interface Redesign. Findings from task-based usability testing and think aloud revealed that users were able to better understand the application flow, navigation, and task completion process. The SUS score increased from 59,3069 in the pre-test to 71,7574 in the post-test. In terms of acceptability, the Perceived Usefulness (PU) score increased from 4.2005 to 4.4777, while the Perceived Ease of Use (PEOU) score increased from 3.7550 to 4.3465. These findings demonstrate that the Redesained interface improved ease of use, perceived usefulness, and user acceptance of the SANTRI application at RSUD R.T. Notopuro Sidoarjo.

Keywords: *SANTRI; usability testing; System Usability Scale; Technology Acceptance Model; interface Redesain.*