

EVALUATION OF USER INTERFACE OF INPATIENT ELECTRONIC MEDICAL RECORD SYSTEM OF NYI AGENG SERANG REGIONAL HOSPITAL USING HEURISTIC METHOD IN 2025

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ABSTRACT

Background: RSUD Nyi Ageng Serang has started implementing the Electronic Medical Record (EMR) system in the inpatient department since December 2023, but it is not yet fully electronic. The EMR system has been evaluated in November 2024 by internal and developers with the results that there are additional features on several inpatient forms. In order to improve user comfort in using EMR, a re-evaluation is needed because several problems are still found. One of the system evaluation methods to assess the ease and convenience (usability) of a system is by using the Heuristic Method.

Objective: To evaluate the user interface of the electronic medical record system in the inpatient section at RSUD Nyi Ageng Serang.

Method: This study uses a descriptive quantitative method and an observational research design with a data collection technique in the form of a questionnaire. The study was conducted in April 2025. The study population was 163 EMR system users in the inpatient department, with a sample of 64 respondents selected using the Proportionate Stratified Random Sampling technique.

Results: The evaluation results showed eight aspects were categorized as Good: system status visibility (score 6.45), suitability of menu features to the real world (score 6.45), system navigation control (score 5.71), consistency and standards (score 6.59), memorability (score 5.58), flexibility and efficiency (score 5.88), aesthetic and minimalist design (score 6.43), and help and documentation (score 5.32). Two aspects were categorized as Less Good: error prevention (score 4.73) and helping users recognize, diagnose, and recover from system errors (score 4.75).

Conclusion: Overall, the user interface of the RME system in the inpatient section of RSUD Nyi Ageng Serang was categorized as Good, although there were still two heuristic aspects that needed improvement.

Keywords: Evaluation, Heuristic, EMR, RSUD Nyi Ageng Serang.

EVALUASI *USER INTERFACE* SISTEM REKAM MEDIS ELEKTRONIK RAWAT INAP RSUD NYI AGENG SERANG DENGAN METODE HEURISTIK TAHUN 2025

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ABSTRAK

Latar Belakang: RSUD Nyi Ageng Serang mulai menerapkan sistem Rekam Medis Elektronik (RME) pada bagian rawat inap sejak Desember 2023, namun Sistem RME belum sepenuhnya berbasis elektronik. Sistem RME tersebut sudah pernah dilakukan evaluasi pada November 2024 oleh internal dan pengembang dengan hasil terdapat fitur tambahan pada beberapa formulir rawat inap. Adapun, guna meningkatkan kenyamanan *user* dalam menggunakan RME, perlu dilakukan evaluasi ulang karena masih ditemukan beberapa masalah. Salah satu metode evaluasi sistem untuk menilai kemudahan dan kenyamanan (*usability*) suatu sistem yaitu dengan menggunakan Metode Heuristik.

Tujuan: Mengevaluasi *user interface* sistem rekam medis elektronik pada bagian rawat inap di RSUD Nyi Ageng Serang.

Metode: Penelitian ini menggunakan metode kuantitatif deskriptif dan desain penelitian observasional dengan teknik pengumpulan data berupa kuesioner. Penelitian dilaksanakan pada bulan April 2025. Populasi penelitian berjumlah 163 petugas pengguna sistem RME di bagian rawat inap, dengan sampel sebanyak 64 responden yang dipilih menggunakan teknik *Proportionate Stratified Random Sampling*.

Hasil: Hasil evaluasi menunjukkan delapan aspek berada dikategori Baik: visibilitas status sistem (skor 6,45), kesesuaian fitur menu dengan dunia nyata (skor 6,45), kontrol navigasi sistem (skor 5,71), konsistensi dan standar (skor 6,59), kemampuan untuk mengingat (skor 5,58), fleksibilitas dan efisiensi (skor 5,88), desain estetika dan minimalis (skor 6,43), serta bantuan dan dokumentasi (skor 5,32). Dua aspek berada dikategori Kurang Baik: pencegahan *error* (skor 4,73) dan membantu pengguna dalam mengenali, mendiagnosis, dan memulihkan sistem dari kesalahan (skor 4,75).

Kesimpulan: Secara keseluruhan, *user interface* sistem RME pada bagian rawat inap RSUD Nyi Ageng Serang berada dikategorikan Baik, meskipun masih terdapat dua aspek heuristik yang memerlukan perbaikan.

Kata Kunci: Evaluasi, Heuristik, RME, RSUD Nyi Ageng Serang.