EVALUASI PERANCANGAN DASHBOARD WEBSITE SATUSEHAT MENGGUNAKAN METODE TAM

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ABSTRAK

This research aims to design a data visualization model through a dashboard development model. The dashboard development model is an information system model that provides information through data presentation, serving as a tool used to assist or guide decision-making. The data within the dashboard development model is presented as clearly and detailed as possible to facilitate effective data interpretation and decision-making processes. The analysis of this dashboard will be conducted on the Satusehat application created by the Ministry of Health of the Republic of Indonesia. The Technology Acceptance Model (TAM) will be used as the research method, and hypothesis testing will be performed to identify relationships between variables. The data collection technique employed is a questionnaire, which will be distributed publicly, allowing individuals from any background to participate. The research findings from applying the dashboard method to the Satusehat application can generate various information for data analysis in the field of healthcare. The evaluation of this dashboard is expected to assist Satusehat in evaluating and improving its dashboard for better user understanding and to benefit other stakeholders interested in the presented data.

Keywords - *Satusehat application, Satusehat, community, healthcare institutions, healthcare professionals, quantitative, questionnaire.*

1. INTRODUCTION

Indonesia is a large country with a significant population. According to the Badan Pusat Statistik (BPS), the 2020 population census or SP2020 stated that the total population of Indonesia reached 270.20 million people[1]. Because of the substantial number of Indonesia citizens, Indonesia necessitates good health data management, Satusehat is a nationally integrated health data application developed by the Ministry of Health of the Republic of Indonesia, Ministry of Communication and Information Technology, Ministry of State-Owned Enterprises,, and the Committee for COVID-19 Handling and National Economic Recovery. This application is used to share national medical record data available in the Indonesian Health Services (IHS) facilities. Although this application is a transformation of PeduliLindungi, it provides more comprehensive features, not only for COVID-19 screening.

This study has identified several problem formulation to be discussed, The problems are as follows:

- How to design a dashboard that contains useful data for Satusehat users?
- How to present data in an informative way through the use of the dashboard to Satusehat users?

The evaluation and design of the Satusehat dashboard aims to build and present a dashboard or panel that can provide data from reliable sources with accurate data quality. According to a research paper released by DMReview, Dashboard Design : Why Design is Important. It claims that Dashboards are cognitive tools that improve your "span of control" over a lot of business data[2]. Thus, the Satusehat dashboard can become a trusted source of health information for the Indonesian community.

By conducting evaluation and design of the Satusehat dashboard, various benefits can emerge. The creation of this dashboard will not only benefit users but also provide advantages to healthcare professionals, healthcare institutions, and other parties involved in the field of health. The intended benefits are as follows:

- Providing a dashboard that presents accurate information and can be accessed efficiently for Satusehat users.
- Facilitating healthcare institutions in processing health data by presenting the data through the Satusehat dashboard.
- Providing a dashboard that can be useful as a platform or medium for healthcare professionals to exchange information.

2. LITERATURE REVIEW

The definition of variable is defined by USC Libraries as something that refers to a person, place, thing, or phenomenon that you are trying to measure in some way[3]. Variables are objects of research or something that is or will become the focus of a study. Generally, variables are categorized based on three factors. These factors can be categorized based on their measurement scale, the context of their relationship, and whether or not a variable can be manipulated.Variables can also be divided or categorized into four based on their measurement scale. These categories include ordinal variables, nominal variables, interval variables, and ratio variables. Each of these four variables has its own functions.

Ordinal variables are defined in an article with a title of Ordinal Variable - Definition, Purpose and Examples by Muhammad Hassan as a type of categorical variable where the values have a specific order or ranking[4]. Ordinal variables are variables that are differentiated in a hierarchical manner, such as socioeconomic strata. Nominal variables are the simplest type of variables with a nominal scale. Nominal variables are variables which can be slotted into different categories for example genders or type of psoriasis[5]. The function of these variables is solely to differentiate or label objects or categories. Ordinal variables and nominal variables are similar, but ordinal variables are differentiated in a hierarchical manner. Interval variables are intended to differentiate things that have a definite scale of measurement. Interval variables can also undergo mathematical operations. Ratio variables are similar to interval variables. The difference is that ratio variables have an absolute zero value. This means that both variables can be measured from the same point.

Furthermore, variables can be categorized based on the context of their relationship. Two of these categories are independent variables and dependent variables. Independent variables are variables whose values influence other variables or dependent variables. Independent variables are not dependent on other variables. Dependent variables are variables whose values are influenced or dependent on other variables. These variables also have an impact on other variables. In hypothesis testing, the relationships between several variables will be tested. The following are the variables that will be used in the evaluation of this Dashboard study.

In a study titled "Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology," it is explained that Perceived Ease of Use is related to an individual's level of confidence that a particular system does not require excessive effort to use[6]. Perceived Ease of Use is related to the design and evaluation of the Dashboard because the development of a simple design is needed to present detailed information without requiring excessive effort.

A dashboard that is designed to be simple and detailed can attract users to utilize or use a feature of an application or the application itself. However, the users' desire and belief in the benefits they can gain before using an application also influence their attention and frequency of usage of a feature or application. In a study titled "Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology," it is mentioned that Perceived Usefulness refers to an individual's behavior of using or not using a system or application with the belief that the application or system has certain usefulness or benefits to the user[6]. In the evaluation and design of the Satusehat dashboard, a simple design is required to convey and present accurate information to the users.

When someone has the trust and willingness to use an application, they are more likely to utilize that application. However, during the usage of an application, users need to have a positive experience to ensure that they will continue or return to using the application. The positive feelings in using an application are defined in the explanation of "Attitude Toward Using The Technology." "Attitude Toward Using The Technology" or simply "Attitude" is described in a study titled "PENGARUH PERCEIVED USEFULNESS (PU) DAN PERCEIVED EASE OF USE (PEOU) TERHADAP ATTITUDE TOWARD USING (ATU) SERTA DAMPAKNYA TERHADAP BEHAVIORAL INTENTION TO USE (BITU)." In this study, "Attitude Toward Using" is defined as an individual's positive or negative feelings when engaging in a predetermined behavior[7]. It is also mentioned that "Attitude Toward Using" has another meaning, which is the user's evaluation of their interest in using the system.

In a study titled "Social Influence and Power," it is mentioned that Social Influence is related to changes in characteristics or behaviors caused by other individuals or groups[8]. Social Influence is associated with external influences that have various impacts on user behavior. Social Influence has a close relationship with the usage of Satusehat by the Indonesian community. Satusehat began to be used by the Indonesian community since the spread of Covid-19. Due to the spread of Covid-19, the Indonesian government mandated the use of the Satusehat application. The government's encouragement, which requires the community to use Satusehat, is an example of Social Influence.

In a study titled "Format Models for Predicting Behavioral Intentions in Dichotomous Choice Situations," Behavioral Intention to Use is defined as the likelihood or probability of an individual performing or carrying out an action[9]]. Behavioral Intention is also described as an indicator of the high or low desire and effort made by an individual to engage in something. Meanwhile Behavioral Intention is defined by newsunair as the desire or interest to do specific behaviors, which means someone’s willingness to perform the behavior[10].

The high or low likelihood of an individual to use a certain system is influenced by various factors, including their desire to use a system or application. Once someone has the desire and begins using the system, the frequency of usage or duration of usage can be measured. This frequency or duration of usage will be discussed in a variable called "Actual Technology to Use" or "Actual System Usage" (ASU). "Actual System Usage" is defined by Davis in a study titled "Perceived Usefulness, Perceived Ease of Use, and Acceptance of Information System Technology" as a measure of the frequency or duration of technology usage[11]. Actual System Usage indicates how interested someone is in the related technology because the higher the frequency of usage or duration of usage, the more interested the person becomes, and vice versa if the frequency or duration decreases.

The method that’ll be used to collect every data from Satusehat users are by using questionnaires. A questionnaire is defined by KBBI as a research tool or survey consisting of a series of written questions, aiming to obtain responses from a selected group of individuals through personal interviews or mail[12]. After conducting the hypothesis testing and collecting the resulting data, the data will be visualized using the SmartPLS. SmartPLS is defined by Omar Durrah in the paper "How to use Smart PLS Software?" as software with a graphical user interface for variance-based Structural Equation

Modeling (SEM) using the Partial Least Squares (PLS) path modeling method[13]. SEM (Structural Equation Modeling) is a multivariate statistical analysis method that extends from regression and path analysis[14].

3. RESEARCH METHODS

This study uses a quantitative research method aimed at evaluating and designing the Satusehat dashboard. Based on a book titled "Metodologi Penelitian Kualitatif dan Kuantitatif" written by Kasiram, it has been defined that Quantitative research is a process of discovering knowledge that uses numerical data as a tool to analyze information about what is to be known[15].

The use of the quantitative research method in a study aims to collect data obtained through various data collection techniques and then process the data into useful information for the research.The quantitative research method has various types of applications. It not only involves collecting data and processing it to obtain information related to the research but can also utilize other quantitative approaches such as correlation, descriptive, causal-comparative, comparative, or experimental methods.

This study specifically employs the quantitative research method of correlation, where it not only collects data on the factors that influence customer satisfaction but also examines the correlations between these factors.

Not only in general research, but the quantitative research method is also used to test hypotheses because this study tends to be objective. By using the quantitative research method in hypothesis testing, hypotheses will be tested based on existing theories.

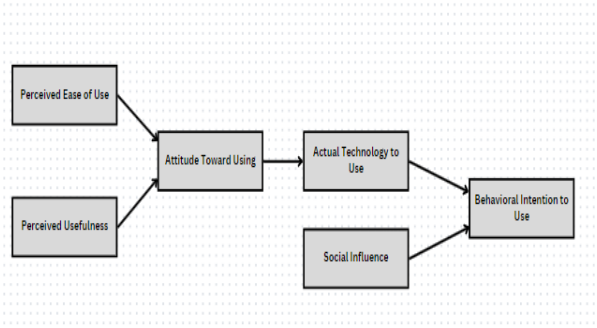


Figure 1 Theoretical Framework

The theoretical framework diagram above illustrates the stages in this study. The first stage involves determining the variables used in the evaluation of the dashboard design. These variables include Perceived Ease of Use, Attitude Toward Using The Technology, Behavioral Intention To Use, Actual Technology to Use, and Social Influence in using the dashboard.

Based on the theories used and the application of quantitative methods, the following hypotheses have been developed:

H1: Actual Technology to Use has a positive influence on Behavioral Intention To Use in the use of the Satusehat dashboard.

H2: Attitude Toward Using has a positive influence on Actual Technology to Use in the use of the Satusehat dashboard.

H3: Perceived Ease of Use has a positive influence on Attitude Toward Using in the use of the Satusehat dashboard.

H4: Perceived Usefulness has a positive influence on Attitude Toward Using in the use of the Satusehat dashboard.

H5: Social Influence has a positive influence on Behavioral Intention To Use in the use of the Satusehat dashboard.

4. RESULT AND DISCUSSION

4.1 Respondent Data

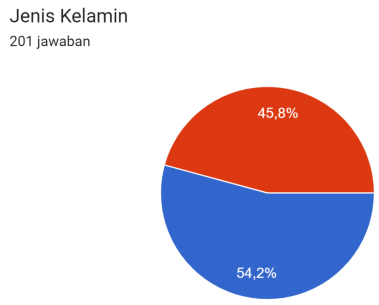


Figure 4.1.1 Diagram Jenis Kelamin Responden

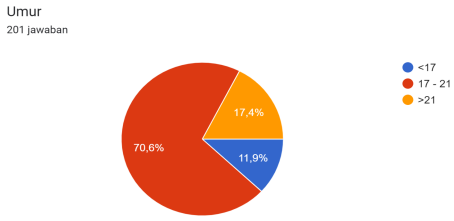


Figure 4.1.2 Diagram Umur Responden

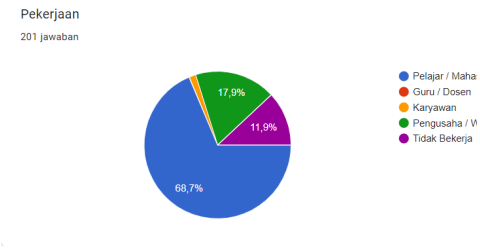


Figure 4.1.3 Diagram Pekerjaan Responden

The data used in the research on the SatuSehat dashboard was obtained from all users of our SatuSehat dashboard, categorized by gender, age, and occupation. The data was collected through an online questionnaire using the Google Forms online platform. Among the 201 respondents, 54.2% were male and 45.8% were female.

Based on the age category, 11.9% of the respondents were below 17 years old. The age group of 17 to 21 years old accounted for 70.6% of the respondents. Additionally, there were 17.4% of respondents who were above 21 years old.

In terms of occupation category, students or university students dominated with 68.7%. Entrepreneurs or self-employed individuals accounted for 17.9% of the respondents. Those who were unemployed represented 11.9%. The smallest percentage was for individuals who were employees, making up 1.5% of the respondents.

4.2 Measurement Model

	Cronbach's Alpha	rho_A	Composite Reliability	Average Variance Extracted (AVE)
Actual Technology to Use	0.498	0.727	0.592	0.351
Attitude Toward Using	0.462	0.445	0.715	0.458
Behavioral Intention to Use	0.487	0.799	0.708	0.514
Perceived Ease of Use	0.828	0.873	0.875	0.585
Perceived Usefulness	0.727	0.778	0.823	0.546
Social Influence	0.921	0.936	0.949	0.862

Figure 4.2.2 Construct and Reliability Table

The results above show that:

- Actual Technology to Use (AU) has a poor reliability estimate because not all reliability measures are more than 0.7 as shown in the results of the Alpha coefficient and composite reliability. If we look at the results given, the validity is also not good because the AVE value of 0.351 is not in accordance with the conditions given, namely 0.5.
- Attitude Toward Using (ATU) has a poor reliability estimate because not all reliability measures are more than 0.7 as in the coefficients alpha and rho_A which are below the provisions. If we look at the results given, the validity is also not good because the AVE value of 0.458 is not in accordance with the conditions given, namely 0.5.
- Behavioral Intention to Use (BI) has fairly good reliability, as can be seen from the rho_A coefficient and composite

reliability which is above 0.7 from the provisions. Meanwhile, the validity is quite good because the resulting validity exceeds the 0.5 condition, namely 0.514.

- Perceived Ease of Use (PEoU) has a good level of reliability and above the provisions because the results given are above 0.7. Meanwhile, for the validity of getting good results, getting results that are above the provisions of 0.5.
- Perceived Usefulness (PU) has a good level of reliability and above the provisions because the results given are above 0.7. Meanwhile, the validity gets good results and is above the provisions of 0.5.
- Social Influence (SI) has a good level of reliability and above the provisions because the results given are above 0.7. Meanwhile, the validity gets good results and is above the provisions of 0.5.

Figure 4.2.3 Discriminant Validity

	Actual Technology to Use	Attitude Toward Using	Behavioral Intention to Use	Perceived Ease of Use
Actual Technology to Use	0.592			
Attitude Toward Using	0.728	0.677		
Behavioral Intention to Use	0.748	0.676	0.717	
Perceived Ease of Use	0.302	0.462	0.471	0.765
Perceived Usefulness	0.481	0.630	0.638	0.723
Social Influence	0.745	0.645	0.681	0.342

The Actual Technology to Use (AU) field can be ignored. The columns of Attitude Toward Using (ATU), Behavioral Intention to Use (BI), Perceived Ease of Use (PEoU), Perceived Usefulness (PU) and Social Influence (SI) need attention. The number on the diagonal is the AVE root and the other number is the correlation coefficient between constructs. The prerequisite for good discriminant validity of a construct is that the AVE root value must be greater than the correlation coefficient. Because all the correlation coefficient numbers have results that are no smaller than the AVE root value, it can be concluded that the construct developed in the AU (Actual Technology to Use) measurement does not have Discriminant Validity yang baik.

Figure 4.2.4 Outer Loading

	Actual Technology to Use	Attitude Toward Using	Behavioral Intention to Use	Perceived Ease of Use	Perceived Usefulness	Social Influence
AT1		0.579				
AT2		0.681				
AT3		0.758				
AU1	0.910					
AU2	-0.000					
AU3	0.421					
AU4	0.864					
AU5	-0.026					
BI1			0.926			
BI2			0.138			
BI3			0.817			
PE1				0.616		
PE2				0.815		
PE3				0.820		
PE4				0.773		
PE5				0.782		
PU1					0.494	
PU2					0.743	
PU3					0.814	
PU4					0.851	
SI1						0.929
SI2						0.945
SI3						0.912

The outer loading table above shows the outer loading values, both valid and invalid. If the red color indicates a loading factor value of less than 0.7 which means the item is invalid, while the green color indicates a loading factor value exceeding 0.7 which means the item is valid.

The results above show that:

- **Actual Technology to Use (AU)** has invalid results which are below 0.7 found in AU2, AU3, and AU5. Valid results above 0.7 are found in AU1 and AU4
- **Attitude Toward Using (ATU)** has invalid results (below 0.7) on ATU1 and ATU2. Valid results above **0.7 are only found in ATU3.**
- **Behavioral Intention to Use (BI)** has invalid results only in BI2 with a result of 0.138. Meanwhile, BI1 and BI3 have valid results, namely above 0.7.
- **Perceived Ease of Use (PEoU)** has invalid results (below 0.7) on PE1 with a result of 0.616. Meanwhile, PE2 to PE5 are above the provisions of 0.7.
- **Perceived Usefulness (PU)** has an invalid result (below 0.7) on PU1 with a result of 0.494. PU2 to PU4 are above the 0.7 provisions, namely 0.743, 0.814, and 0.851.

- **Social Influence (SI)** has valid results from all indicators. Both SI1 to SI3 have valid results above 0.7.

4.3 Structural Model

From the submitted questionnaire, the questions are divided into 6 sectors. Each sector contains 3 to 5 questions divided as follows:

4.3.1. Perceived Ease of Use

- The SatuSehat dashboard interface is easily understandable for the public.
- Users can easily understand the features available on the SatuSehat dashboard.
- Users can easily obtain information available on the SatuSehat dashboard.
- Users are satisfied with the information presented on the SatuSehat dashboard.
- The ease of using the SatuSehat dashboard for new users.

4.3.2. Perceived Usefulness

- The information presented by the SatuSehat dashboard is comprehensive, allowing users to easily access the required information.
- The information presented by the SatuSehat dashboard is effective in checking health data.
- The information presented by the SatuSehat dashboard provides benefits for making better health decisions.
- The information presented by the SatuSehat dashboard helps identify health trends and patterns.

4.3.3. Attitude Toward Using the Technology

- The SatuSehat dashboard is easily understood.
- The SatuSehat dashboard interface is visually appealing and aids in understanding the presented information.
- Users use the SatuSehat dashboard every day (frequency: 5 times a week).

4.3.4. Behavioral Intention to Use

- The SatuSehat dashboard has a branch location feature that allows users to easily find information on income, targets, and returns as benchmarks for a branch.
- Hoping that the SatuSehat dashboard features continue to be developed for the benefit of users in searching for related information.
- The SatuSehat dashboard provides instructions on how to use the dashboard.

4.3.5. Actual Technology Use

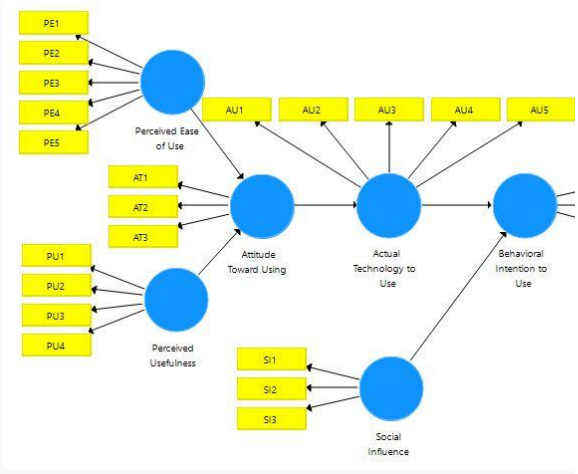
- Users frequently (Daily) use the SatuSehat dashboard to search for relevant information.
- The SatuSehat dashboard is easily accessible anywhere. The information on the SatuSehat dashboard is highly accurate with the actual situation.
- The SatuSehat dashboard sometimes encounters errors when used.
- The SatuSehat dashboard is one form of system development by the Indonesian government utilizing technology.

4.3.6 Social Influence

- Important individuals recommend that I use the SatuSehat dashboard.
- Many people who influence my behavior think that I should use the SatuSehat dashboard.
- Opinions from individuals I respect suggest that I use the SatuSehat dashboard.

Dari pertanyaan yang ada pada 6 sektor diatas kita dapat memperoleh hasil dalam melakukan penelitian :

Figure 4.3.1 Path Diagram



To depict the visual representation of the relationships between variables in our study, we use a Path diagram as shown above. The Path diagram explains various factors in this research regarding the evaluation and design of the Satusehat dashboard. Each line in the Path diagram represents the relationship between variables, with arrows indicating the direction from independent variables to dependent variables.

Through the Path diagram, it can be observed that the variable "Attitude Toward Using" has the strongest influence, with a value of 0.728. This value is obtained from the relationship between the "Attitude Toward Using" variable and the "Actual Technology Use" variable. On the other hand, the smallest value can be observed for "Perceived Ease of Use," where this value is obtained from the relationship between the "Perceived Ease of Use" variable and the "Attitude Toward Using" variable, with a value of 0.014.

4.4 Hypotesis test

Figure 4.4.1 Hypotesis Testing using Bootstrapping Method

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)
Actual Technology to Use -> Behavioral Intention to Use	0.541	0.525	0.081
Attitude Toward Using -> Actual Technology to Use	0.728	0.736	0.033
Perceived Ease of Use -> Attitude Toward Using	0.014	0.039	0.086
Perceived Usefulness -> Attitude Toward Using	0.620	0.604	0.112
Social Influence -> Behavioral Intention to Use	0.279	0.297	0.079

The table above shows the results of hypothesis testing using the Calculate Bootstrapping method in the SmartPLS program. The hypothesis testing was conducted using a One-Tailed Test Type and a Significance Level of 0.1 or 10%. Through this testing, the results can be observed, where significant relationships between variables are indicated by green-colored P-values, while non-significant relationships between variables are indicated by red-colored P-values. Below are the attached test results from the conducted hypothesis testing.

Table 4.4.2 Hypothesis Test Results

Hypothesis	Correlation	Result
H1	Actual Technology to Use -> Behavioral Intention to Use	Affected
H2	Attitude Toward Using -> Actual Technology to Use	Affected
H3	Perceived Ease of Use -> Attitude Toward Using	Unaffected
H4	Perceived Usefulness -> Attitude Toward Using	Affected
H5	Social Influence -> behavioral Intention to Use	Affected

5. CONCLUSION

In this study, an evaluation and design of a Dashboard for Satusehat were conducted. The objective of this research was to measure the level

of Satusehat usage by users and to assess various factors that can influence users' attitudes towards using Satusehat. The findings from this research will serve as a reference for Satusehat to develop their Dashboard, thereby improving the quality of Satusehat's services.

The research method employed in this study is a quantitative method known as correlation. This involved not only collecting data through questionnaires but also examining the correlations among factors that influence the level of usage and user satisfaction with the Satusehat Dashboard. The data collection technique used was a questionnaire consisting of a series of written questions provided and distributed publicly, allowing anyone to respond.

The results of the conducted research indicate that Satusehat, particularly its Dashboard, has a positive impact on users. The study also revealed that the Satusehat Dashboard can create a positive impression on users, thereby generating user interest in utilizing Satusehat. Furthermore, the research results indicate that various factors can influence users' trust in the Satusehat Dashboard.

In conclusion, the usage of the Satusehat Dashboard provides various positive impacts for users. The research findings demonstrate that the design quality and information provided in the Satusehat Dashboard meet users' expectations. To increase user numbers, maintain user satisfaction, and enhance the quality of the Dashboard, Satusehat should consider various factors that affect user trust, information completeness, and user-friendliness of the Satusehat application. The results of this research offer valuable insights and recommendations regarding the factors that can influence user satisfaction and provide guidance for evaluating the necessary improvements to the Satusehat Dashboard.

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