

Pengukuran Kepuasan Layanan Telemedis Untuk Orang Dengan HIV dan AIDS: Scoping Review = People Living with HIV and AIDS Telemedicine Services Satisfaction Measuring: Scoping Review

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Abstrak

Akses layanan kesehatan bagi Orang dengan HIV AIDS (ODHA) di masa pandemi dirasakan lebih berat, selain adanya ketakutan tertular Covid-19, stigma negatif masyarakat dirasakan masih besar. Upaya yang sesuai dengan kondisi ini adalah dengan menyediakan layanan telemedis khusus bagi ODHA. Saat ini belum ada penelitian yang secara khusus membahas pengukuran yang bisa digunakan untuk layanan telemedis bagi ODHA. Penelitian ini mencoba memetakan penelitian-penelitian terkait kepuasan layanan telemedis ODHA lima tahun terakhir dengan menggunakan metode Scoping Review dari empat online database. Hasil yang didapatkan adalah perlunya memakai kuesioner tervalidasi seperti Telemedicine Satisfaction Questionnaire, Telemedicine Satisfaction Usability Questionnaire dan System Usability Scale dan meninjau aspek kualitas konten, kemudahan penggunaan, kegunaan, akseptabilitas, kebutuhan pengguna dan kekhawatiran. Dibutuhkan peningkatan kuantitas dan kualitas penelitian di negara berkembang dan menekankan penggunaan kuesioner teruji dan metode mixed method difasilitasi dengan rekomendasi aplikasi statistik kuantitatif seperti STATA dan kualitatif seperti NVivo 10. Selain itu, disarankan untuk meningkatkan penelitian lanjutan untuk mengukur efisiensi maupun efektifitas telemedis untuk ODHA dan faktor-faktor apa saja yang berhubungan dengan kepuasan maupun kesuksesan implementasi telemedis ODHA, khususnya di Indonesia.

.....Access to health services for people living with HIV AIDS (PLWHA) during the pandemic is felt to be more difficult, in addition to the fear of contracting Covid-19, negative stigma from the community is still felt. Efforts that are in accordance with this condition are to provide special telemedicine services for PLWHA. Currently, there is no research that specifically discusses measurements that can be used for telemedicine services for PLWHA. This study attempted to map studies related to the satisfaction of telemedicine services for PLWHA in the last five years using the Scoping Review method from four online databases. The results obtained are the need to use validated questionnaires such as the Telemedicine Satisfaction Questionnaire, Telemedicine Satisfaction Usability Questionnaire and System Usability Scale and review aspects of content quality, ease of use, usability, acceptability, user needs and concerns. There is a need to increase the quantity and quality of research in developing countries and emphasize the use of tested questionnaires and mixed methods facilitated by the recommendation of quantitative statistical applications such as STATA and qualitative such as NVivo 10. In addition, it is recommended to increase further research to measure the efficiency and effectiveness of telemedicine for PLWHA and what factors are associated with satisfaction and successful implementation of telemedicine for PLWHA, especially in Indonesia.</p>